Pre-MTAC

Steve Dearing
Director, Corporate Reporting

February 2019
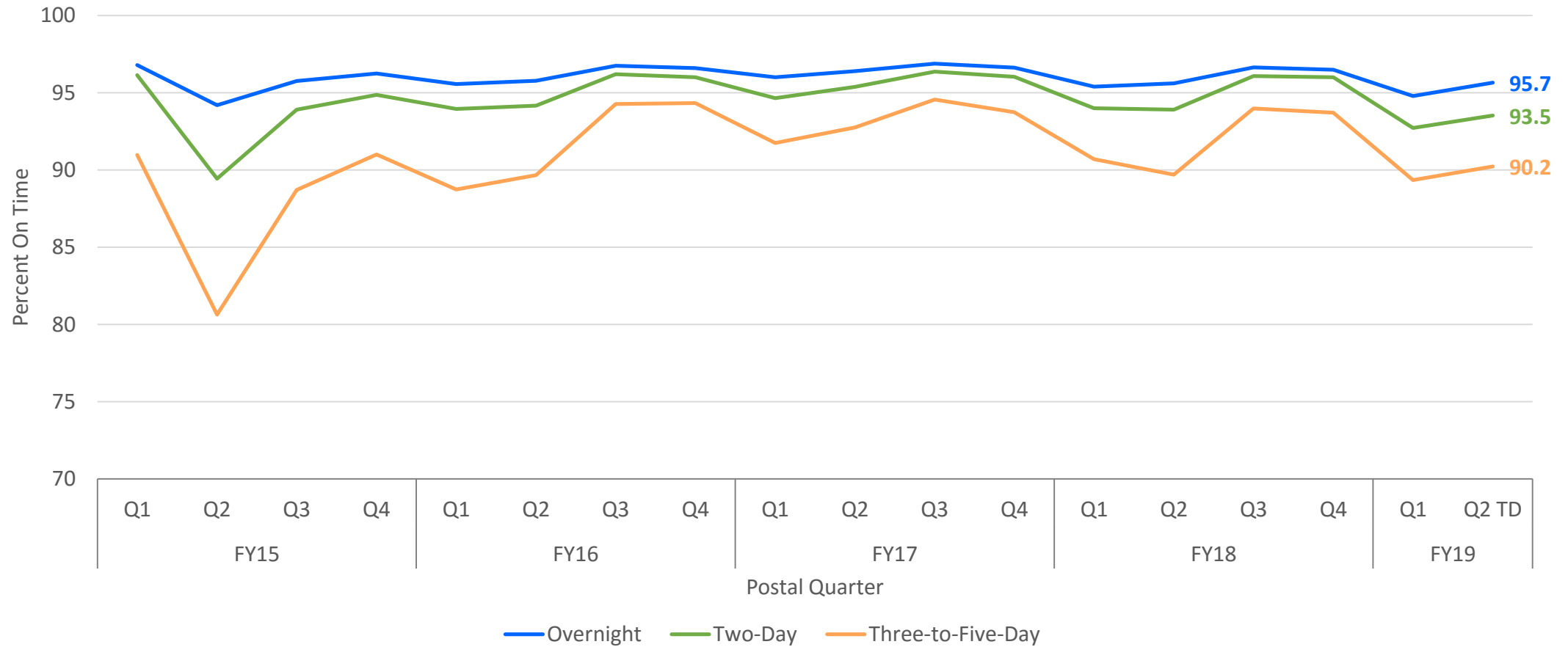
Enterprise Analytics Service Performance

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In FY19 Q1, 74% 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	9,495,274,107	9,144,361,881	8,833,304,585	6,039,026,192	68.37%
First Class Presort	Flat	167,112,231	150,194,003	126,902,316	82,048,404	64.65%
USPS Marketing	Letter	14,969,059,543	14,692,989,647	13,270,944,124	10,512,614,899	79.22%
USPS Marketing	Flat	6,049,709,261	4,458,088,168	3,787,232,669	2,651,942,122	70.02%
Periodicals	Flat	1,112,082,273	1,072,929,280	989,251,880	664,165,372	67.14%
Total		**31,793,237,415**	**29,518,562,979**	**27,007,635,574**	**19,949,796,989**	**73.87%**

Metrics are for Mailing Dates 10/01/2018 – 12/31/2018
Commercial and Full-Service Eligible Volumes sourced from PostalOne!

# Commercial First-Class Mail® FY15 thru FY19TD Performance By Quarter

Note: Preliminary FY19 Q2 results through January 25, 2019. FY19 data sourced from Internal SPM. 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 September 16, 2017 due to the devastating impacts of Hurricanes Irma and Maria. Measurement resumed in FY18 Q3.

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Q2TD thru 1/25/19	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	188,791,964	98.07%	-2.33%	95.74%	96.80%	212,510,621	-11.16%	94.31%	1.43%
Presort 2-Day	358,845,322	96.14%	-2.46%	93.68%	96.50%	411,794,830	-12.86%	91.62%	2.06%
Presort 3-to-5-Day	1,227,895,514	92.64%	-2.29%	90.35%	95.25%	1,470,900,615	-16.52%	85.71%	4.65%
3-Day	1,220,844,900	92.63%	-2.29%	90.34%	95.25%	1,462,972,560	-16.55%	85.69%	4.66%
4-Day	6,797,918	94.74%	-1.67%	93.06%	95.25%	7,581,902	-10.34%	90.60%	2.46%
5-Day	252,696	76.66%	-2.43%	74.23%	95.25%	346,153	-27.00%	66.57%	7.66%
Presort Total	**1,775,532,800**			**91.60%**	**96.00%**	**2,095,206,066**	**-15.26%**	**87.74%**	**3.86%**

Note: Preliminary FY19 Q2 results through January 25, 2019. FY19 Q1 data sourced from Internal SPM.

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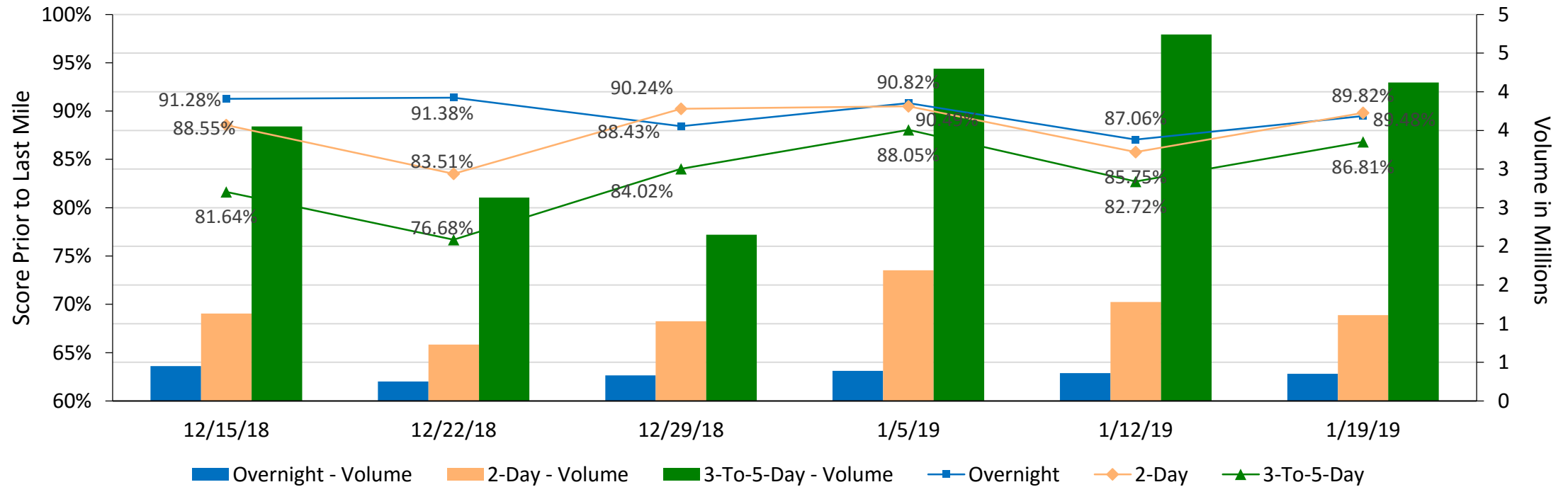
Q2TD thru 1/25/19	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
Presort Overnight	1,254,360	89.48%	-7.03%	82.45%	96.80%	1,491,619	-15.91%	78.88%	3.58%
Presort 2-Day	4,409,091	88.19%	-7.44%	80.74%	96.50%	5,048,819	-12.67%	77.00%	3.74%
Presort 3-to-5-Day	13,862,613	84.84%	-6.51%	78.34%	95.25%	17,482,415	-20.71%	71.58%	6.75%
3-Day	13,806,336	84.82%	-6.52%	78.30%	95.25%	17,416,137	-20.73%	71.56%	6.74%
4-Day	55,121	90.90%	-4.11%	86.79%	95.25%	64,273	-14.24%	78.04%	8.76%
5-Day	1,156	87.80%	-3.25%	84.55%	95.25%	2,005	-42.34%	80.04%	4.51%
Presort Total	**19,526,064**			**79.14%**	**96.00%**	**24,022,853**	**-18.72%**	**73.17%**	**5.97%**

Note: Preliminary FY19 Q2 results through January 25, 2019. FY19 Q1 data sourced from Internal SPM.

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All Q2TD FCM Letters scores would be above 98.00% (prior to last mile),
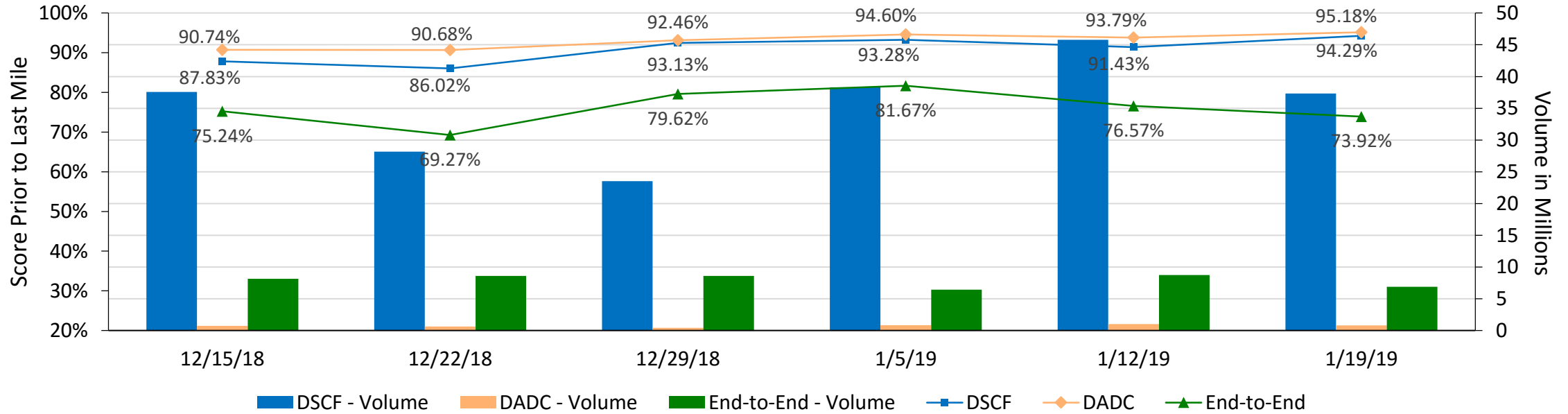if pieces that failed by 1 day passed
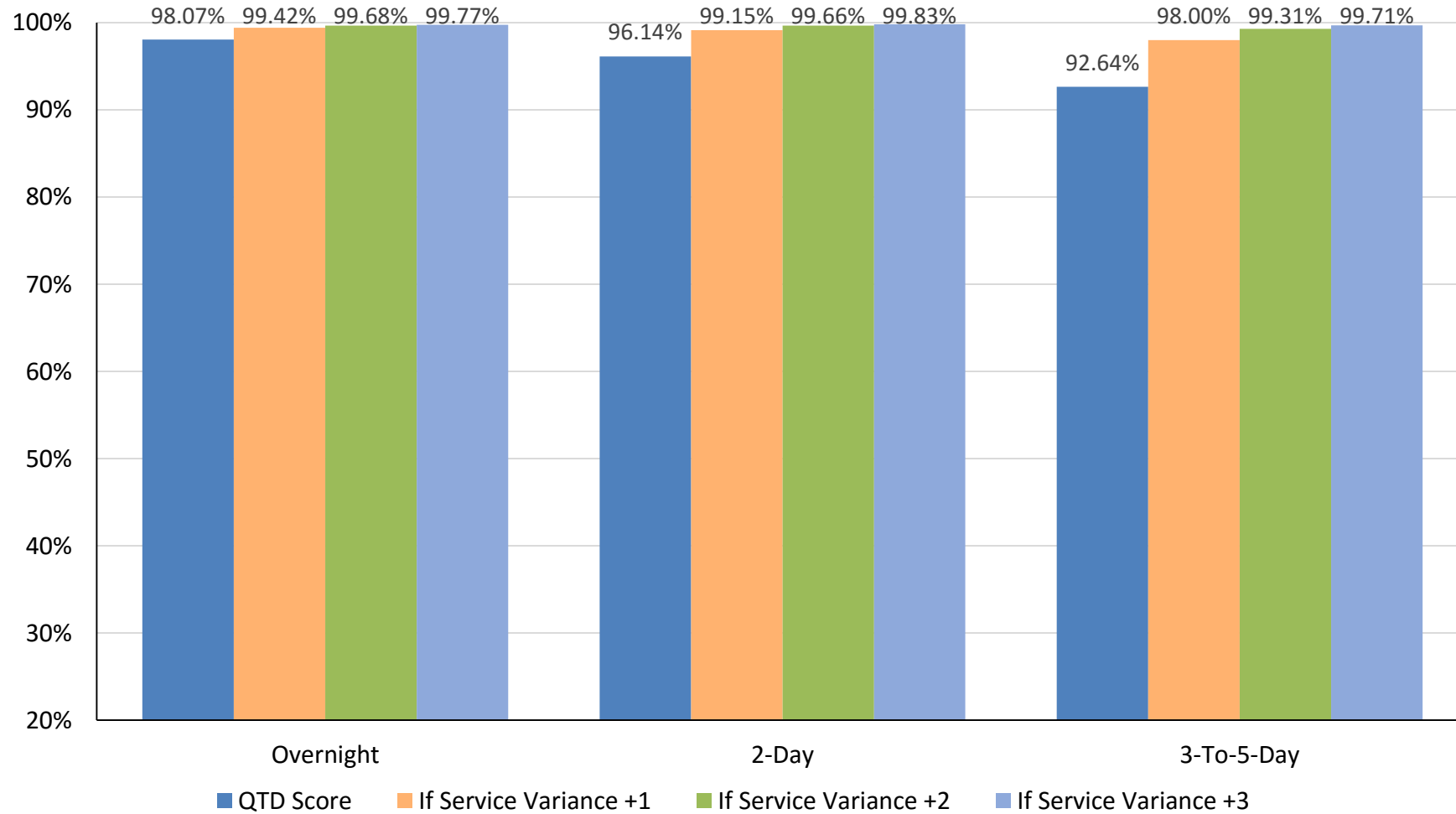
Note: Service performance results before Last Mile. Preliminary FY19 Q2 results through January 25, 2019. FY19 data sourced from Internal SPM.

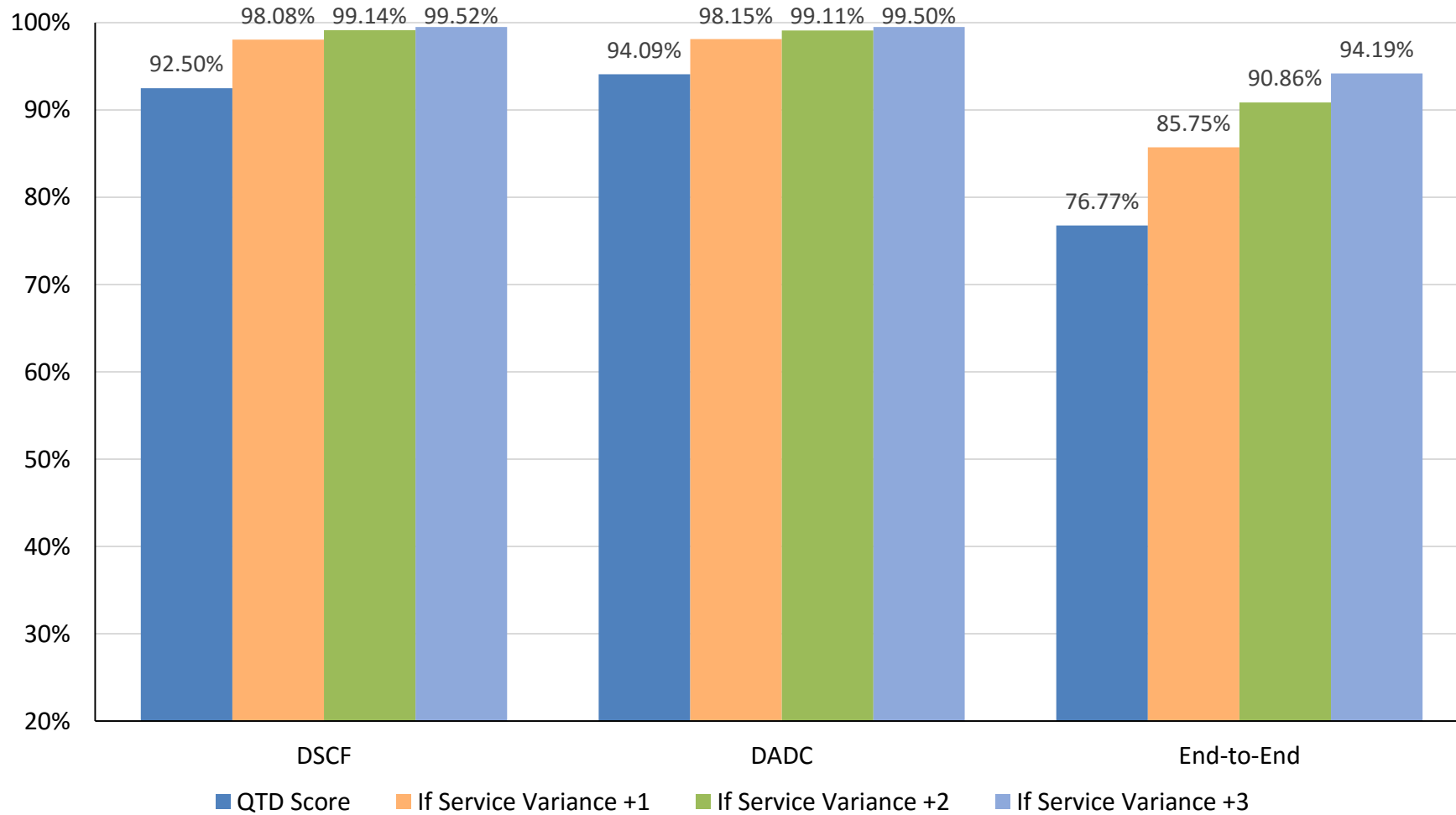IMB® Periodicals FY15 thru FY19TD Performance By Quarter

Note: Preliminary FY19 Q2 results through January 25, 2019. FY19 data sourced from Internal SPM. 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 September 16, 2017 due to the devastating impacts of Hurricanes Irma and Maria. Measurement resumed in FY18 Q3.

Q2TD thru 1/25/19	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	130,145,786	92.50%	-5.58%	86.92%	91.80%	163,884,022	-20.59%	83.58%	3.35%
ADC Flats	2,831,695	94.09%	-4.74%	89.35%	91.80%	3,591,533	-21.16%	86.14%	3.21%
E2E Flats	25,735,763	76.77%	-3.77%	73.00%	91.80%	28,608,926	-10.04%	66.92%	6.08%
2-Day	4,765,733	92.20%	-4.69%	87.50%	91.80%	5,679,330	-16.09%	85.30%	2.20%
3-Day	13,653,447	92.27%	-4.17%	88.10%	91.80%	15,059,897	-9.34%	82.73%	5.37%
4-Day	16,691,486	80.94%	-4.52%	76.42%	91.80%	16,363,105	2.01%	68.65%	7.77%
5-Day	1,677,510	85.71%	-4.83%	80.88%	91.80%	1,068,623	56.98%	79.32%	1.56%
6+ Day	5,763,786	61.12%	-3.15%	57.97%	91.80%	6,821,847	-15.51%	55.72%	2.25%
Total	**158,713,244**			**84.71%**	**91.80%**	**196,084,481**	**-19.06%**	**81.19%**	**3.51%**

Note: Preliminary FY19 Q2 results through January 25, 2019. FY19 data sourced from Internal SPM.

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Q2TD DSCF and DADC Periodicals scores would be above 98.08% (prior to last mile), if pieces that failed by 1 day passed
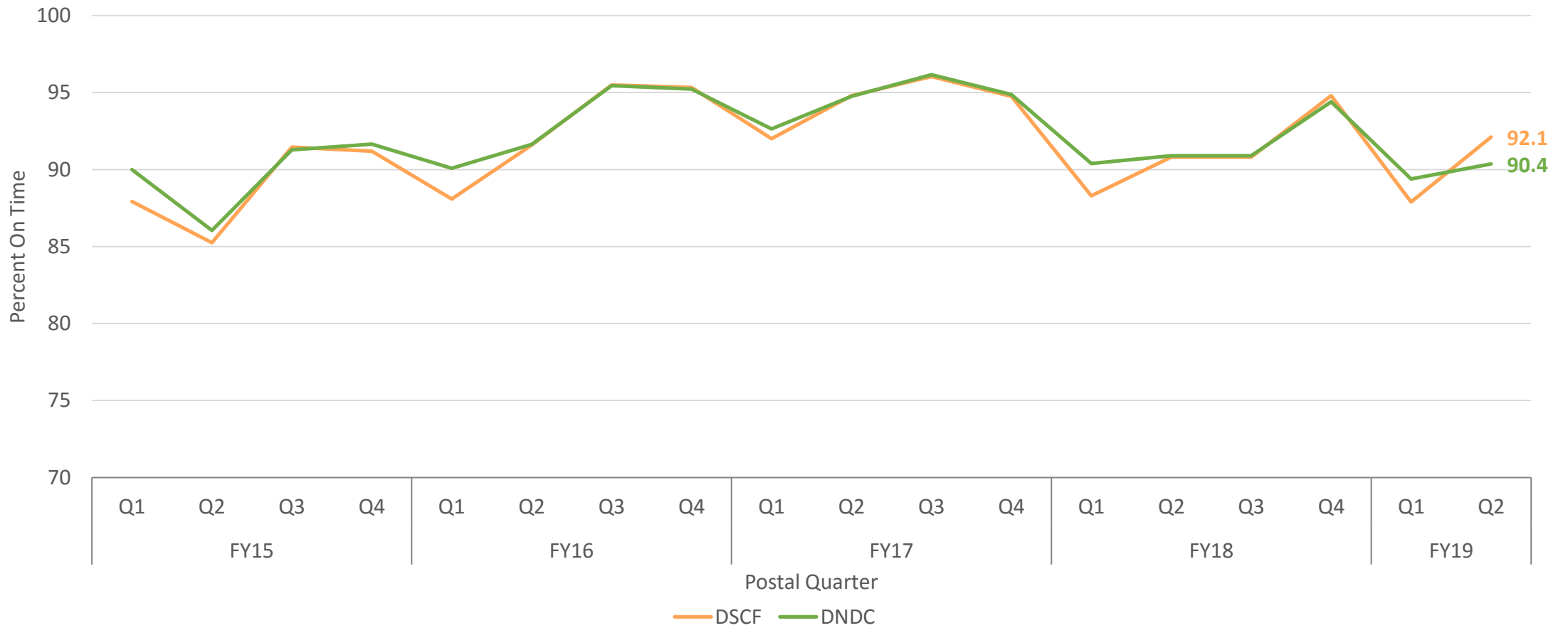

Note: Service performance results before Last Mile. Preliminary FY19 Q2 results through January 25, 2019. FY19 data sourced from Internal SPM.

USPS Marketing Mail® Performance by Quarter

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USPS Marketing Mail® Destination Entry FY15 to FY19TD Performance By Quarter

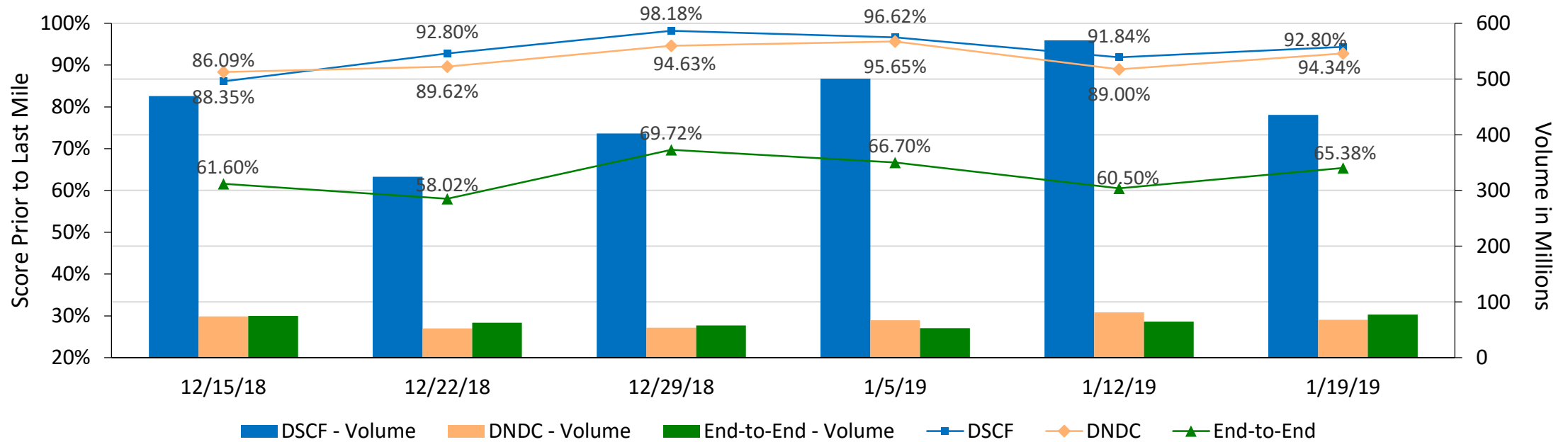Note: DSCF = Three-To-Five-Day, DNDC = Five-Day-And-Above

Note: Preliminary FY19 Q2 results through January 25, 2019. FY19 data sourced from Internal SPM. 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 September 16, 2017 due to the devastating impacts of Hurricanes Irma and Maria. Measurement resumed in FY18 Q3.

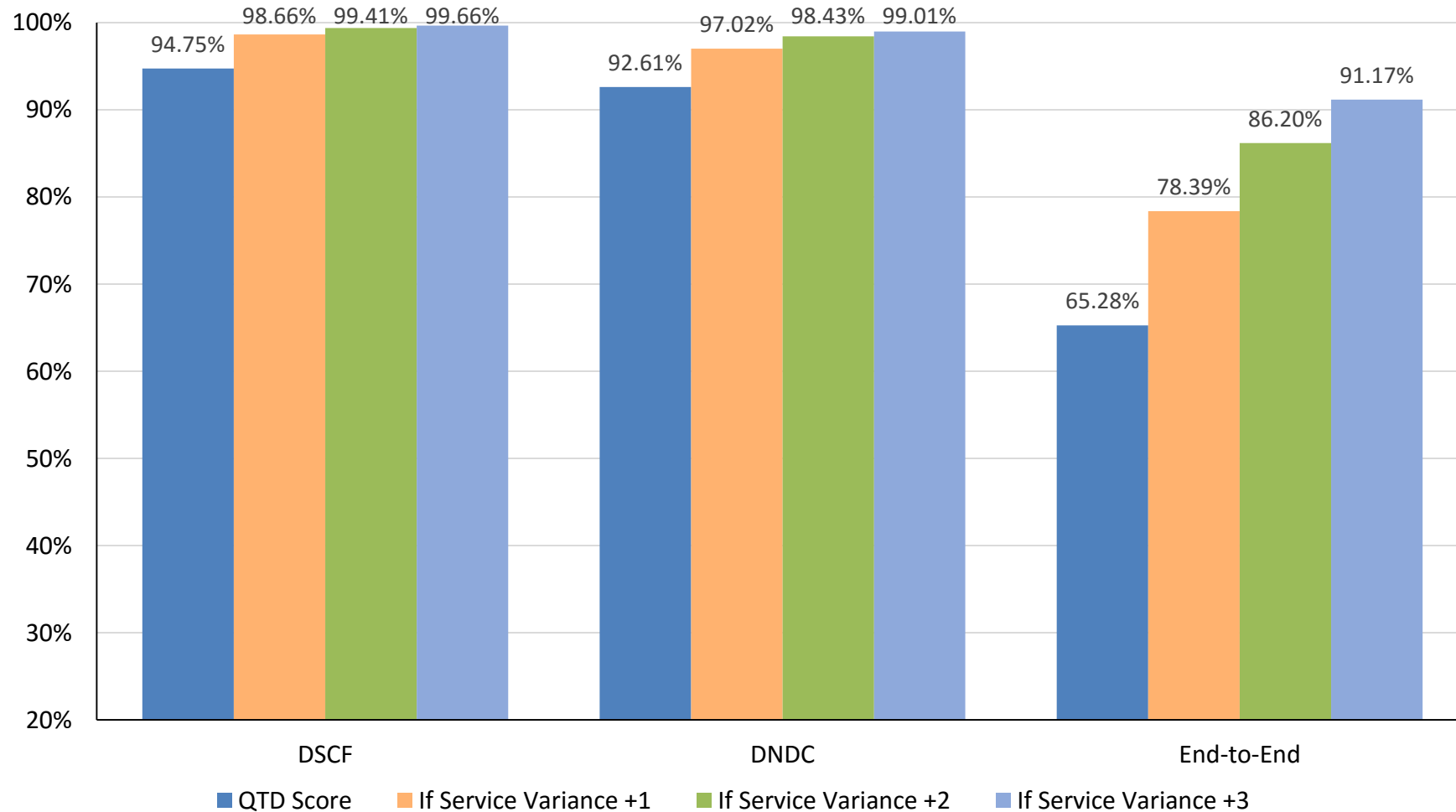| Q2TD thru 1/25/19	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Letters	1,786,551,984	94.75%	-2.02%	92.73%	91.80%	2,199,028,120	-18.76%	87.19%	5.54%
NDC Letters	252,240,293	92.61%	-1.58%	91.03%	91.80%	311,450,040	-19.01%	88.13%	2.91%
E2E Letters	230,751,334	65.28%	-1.25%	64.02%	91.80%	279,431,949	-17.42%	57.95%	6.08%
3-Day	1,254,302,389	94.48%	-1.79%	92.69%	91.80%	1,457,109,543	-13.92%	87.53%	5.15%
4-Day	579,640,247	94.64%	-2.49%	92.15%	91.80%	797,499,057	-27.32%	86.06%	6.09%
5-Day	284,762,207	91.62%	-1.57%	90.05%	91.80%	350,840,640	-18.83%	86.77%	3.28%
6-10 Day	144,036,228	54.40%	-1.11%	53.29%	91.80%	175,648,687	-18.00%	46.15%	7.14%
11+ Day	6,802,540	60.11%	-0.78%	59.34%	91.80%	8,812,182	-22.81%	73.62%	-14.29%
Total	**2,269,543,611**			**89.62%**	**91.80%**	**2,789,910,109**	**-18.65%**	**84.37%**	**5.25%**

Note: Preliminary FY19 Q2 results through January 25, 2019. FY19 data sourced from Internal SPM..
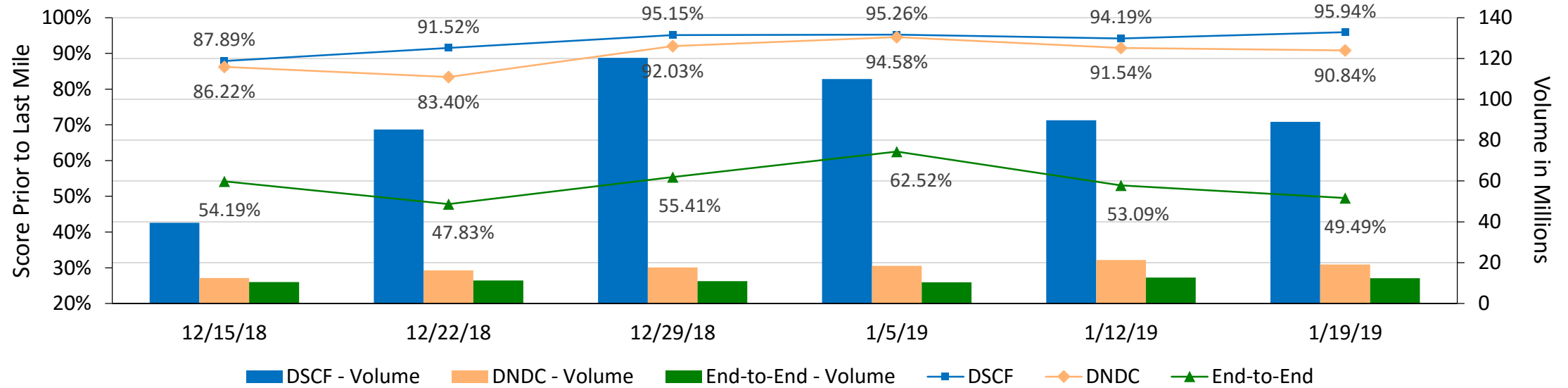
Q2TD thru 1/25/19	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Flats	349,658,264	94.70%	-5.76%	88.93%	91.80%	473,516,364	-26.16%	82.40%	6.53%
NDC Flats	69,018,388	92.31%	-4.41%	87.90%	91.80%	81,951,516	-15.78%	84.21%	3.69%
E2E Flats	41,971,474	55.32%	-3.17%	52.15%	91.80%	48,959,130	-14.27%	47.02%	5.13%
3-Day	193,787,623	94.74%	-4.44%	90.31%	91.80%	248,591,750	-22.05%	85.40%	4.91%
4-Day	161,901,772	94.05%	-7.30%	86.75%	91.80%	231,710,084	-30.13%	78.71%	8.04%
5-Day	73,389,889	90.88%	-4.37%	86.51%	91.80%	87,001,883	-15.65%	82.64%	3.87%
6-10 Day	29,844,228	47.56%	-2.65%	44.90%	91.80%	35,276,433	-15.40%	40.89%	4.02%
11+ Day	1,724,614	74.39%	-6.41%	67.99%	91.80%	1,846,860	-6.62%	65.44%	2.55%
Total	**460,648,126**			**85.43%**	**91.80%**	**604,427,010**	**-23.79%**	**79.78%**	**5.65%**

Note: Preliminary FY19 Q2 results through January 25, 2019. FY19 data sourced from Internal SPM..

USPS Marketing Mail® (Letters)
Service Variance

Q2TD DSCF and DNDC Marketing Letters scores would be above 97.02% (prior to last mile), if pieces that failed by 1 day passed

DSCF
- QTD Score: 94.75%
- If Service Variance +1: 98.66%
- If Service Variance +2: 99.41%
- If Service Variance +3: 99.66%

DNDC
- QTD Score: 92.61%
- If Service Variance +1: 97.02%
- If Service Variance +2: 98.43%
- If Service Variance +3: 99.01%

End-to-End
- QTD Score: 65.28%
- If Service Variance +1: 78.39%
- If Service Variance +2: 86.20%
- If Service Variance +3: 91.17%

Legend: ■ QTD Score ■ If Service Variance +1 ■ If Service Variance +2 ■ If Service Variance +3

Note: Service performance results before Last Mile. Preliminary FY19 Q2 results through January 25, 2019. FY19 data sourced from Internal SPM.

Informed Visibility Update

- Review roadmap for IV including the next level of benefits for USPS and the Industry
- Predictive delivery date capability update (from PER)
- Provide IV user data – overall usage - % of volume being used
- Provide an update on Mail Quality Data delegation enhancements and timeline for completion. (from Angelo)
- Issue with cross docked pallets; there is a bulk of volume missing the next logical delivery scan
- Why are there no additional scans after Out for Delivery Scan? Has the Out for Delivery scan been improved changed?
- USPS indicated data will be made available for an Informed Delivery backend analytics report through IV
- There are two enhancements that were discussed that the industry would like to keep as high priorities – data delegation and receiving one file instead of one for each error type and CRID

Bundle Visibility Update

- Periodicals at risk
- Timeline for expansion of manual bullpen operation codes scans across areas

Remittance Mail

- Remittance Mail – plan for improving service; and update on Remittance mail beta test

Marketing Mail – Non-Finalized Volume Percent

- Provide business rules around Non-Finalized data – provide definitions and change colors of map

Mail Visibility Applications (MVA)

- Informed Mobility Application Update

Secure Destruction Service Expansion to 1st Class Flat Mail

- Update on Secure Destruction for Flats

Internal Service Performance Measurement

- Has the new approach to measurement resulted in any new learnings or findings?

Periodicals Service Diagnostics

- Progress developing and end-to-end delivery report

Packages

- Update on GPS/geo-fencing transportation proposal
- Update Shippers with overview of the EPPS
- Provide PASS process flow map & related activities
- Visibility for ExD Date Start the Clock on pieces nested to PMOD containers
- Shipping Partner Name Display
- Data Exchange through APIs – pre call with large volume parcel mailers to help formulate the issue and write issue statement
- Conduct on one one calls with larger mailers for direct feedback on data exchange through APITs.
- Is USPS using the shipping partner file when the payment file is late for AQ Errors

Informed Visibility Update

Operational Status indicator that will be available at the piece level to show reason codes as USPS is aware of potential delivery delays. These first status indicators will be;

- Delivery Operations delays (weather, facility closure); PQ3 2019
- Customer HOLD MAIL indicator; PQ4 2019
- Bundle Irregularity- Complete. Will be provisioned after the Mailer Scorecard enhancement with MEPT. Currently set for April of 2019

Service Measurement Exclusion Indicator

- USPS will provide reason codes for mail pieces excluded from USPS Service measurement. This will be through an API or by data download through the application **PQ4 2019**

Identifying Pieces with Special Services

- This would provide insight on mailer applied IMB pieces that have Special Services (i.e. Certified, Signature Required) included on mail piece **PQ3 2019**

Mailer Transportation Visibility

- Enhance the tracking of mailer provided transported mail. This enhancement will capture the GPS location of a handheld device or through a mailer transmitted API interface that will provide for actual arrival at USPS facilities. This will provide insight on the moment when mailer transported drop shipments arrive at USPS facilities
- Pilot to exchange GPS data is scheduled for February 2019. King Solutions to pilot with USPS

Manual Bullpen Visibility for flats mail pieces

- This initiative will close the gap on manual operations by following a standardized process and scanning of mail worked in manual. Operation events will be added to include this mail into visibility and service measurement
- Manual Bundle process deployment is tentatively scheduled for PQ4 of 2019

Predictive delivery date capability update

- Piloting with industry to exchange advanced piece level data to determine predictive capability
- Assessment of PDD will enable us to refine PDD rules. We need to hit 95% threshold before we will make available externally
- No deployment date yet

Task Team 25 - Provide an update on Mail Quality Data delegation enhancements and timeline for completion

- Two defects identified by TT 25 will be part of the IV-MTR release on 2/16
- Other enhancements were discussed within User Group 4
- Delegation will be at the CRID level (CRID to CRID) – Tentative scheduled for 3/30 release
- Delegations at a more granular level (Role and/or Program Type) being evaluated as future enhancement

Informed Delivery reports through IV-MTR

- No date has been set for this deployment
- The ID team is making needed updates to their system and until this is complete, we are not able to assess the effort and provisioning of campaign data.

Uptime metrics is a backlog item we will provide after the close the gap initiatives are completed

Mailer Transportation Visibility

Project to improve Facility Access and Shipment Tracking (FAST) appointment process

- Current process uses Appointment Arrival to determine actual entry time and used for start the clock event for service measurement. FAST appointment arrival is manually entered by dock employee

- New process will use GPS data to announce arrival time. Mailer will transmit actual content to FAST system days in advance
    - IV PW/MI can use advanced exchange of appointment data for efficiencies in Dock assignment scheduler, employee scheduler
    - Industry will gain driver efficiencies by not waiting hours on multi-stop appointments/running out of time due to DOT regulations

- Piloting the proof of concept in February of 2019. results to be shared with MTAC user groups

- In FY19 Q1, over 81% of USPS Marketing Mail Flats had visibility

- DDU Entry had the lowest % of USPS Marketing Mail Flats which had visibility

- Breakdown by Entry Type:

Entry Discount Type	% with No Visibility	% with Bundle Visibility	% with FSS Visibility	% with AFSM Visibility	% with Other Visibility
DSCF	16.26%	51.35%	18.10%	13.96%	0.32%
DNDC	16.90%	33.87%	15.23%	33.45%	0.55%
ORIGIN	32.11%	23.73%	8.23%	34.66%	1.27%
ASF	14.94%	48.39%	13.86%	22.35%	0.46%
DDU	60.48%	38.98%	0.31%	0.18%	0.06%
ADC	10.66%	30.16%	0.84%	58.33%	0.01%
Grand Total	**18.01%**	**46.72%**	**16.71%**	**18.12%**	**0.44%**

Note: Metrics based on Full-Service Volume with Start-the-Clock for Start-the-Clock Dates 10/1/2018 – 12/31/2018

- In FY19 Q2TD, over 84% of USPS Marketing Mail Flats had visibility

- DDU Entry had the lowest % of USPS Marketing Mail Flats which had visibility

- Breakdown by Entry Type:

Entry Discount Type	% with No Visibility	% with Bundle Visibility	% with FSS Visibility	% with AFSM Visibility	% with Other Visibility
DSCF	13.21%	51.45%	19.03%	16.11%	0.20%
DNDC	18.36%	34.21%	14.07%	33.00%	0.36%
ORIGIN	27.61%	20.93%	10.04%	38.70%	2.72%
ASF	18.81%	44.18%	13.27%	23.41%	0.34%
DDU	66.02%	33.62%	0.04%	0.16%	0.16%
ADC	10.91%	25.71%	0.59%	62.46%	0.33%
Grand Total	**15.72%**	**45.61%**	**17.23%**	**20.95%**	**0.50%**

Note: Metrics based on Full-Service Volume with Start-the-Clock for Start-the-Clock Dates 1/1/2019 – 1/25/2019

▪ In FY19 Q1, over 79% of Periodicals Flats had visibility

▪ DDU has the lowest % of Periodicals Flats which had visibility

▪ Breakdown by Entry Type:

Entry Discount Type	% with No Visibility	% with Bundle Visibility	% with FSS Visibility	% with AFSM Visibility	% with Other Visibility
DSCF	18.17%	46.90%	16.95%	17.87%	0.12%
ORIGIN	25.73%	29.52%	10.64%	33.66%	0.46%
DNDC	37.10%	36.80%	5.98%	20.01%	0.10%
ADC	27.95%	29.78%	6.09%	36.07%	0.11%
DDU	52.03%	34.91%	0.00%	0.14%	12.92%
ASF	29.68%	38.60%	0.42%	31.22%	0.08%
Total	**20.78%**	**42.42%**	**14.94%**	**21.61%**	**0.26%**

Note: Metrics based on Full-Service Volume with Start-the-Clock for Start-the-Clock Dates 10/1/2018 – 12/31/2018

- In FY19 Q2TD, over 74% of Periodicals Flats had visibility

- DDU has the lowest % of Periodicals Flats which had visibility

- Breakdown by Entry Type:

Entry Discount Type	% with No Visibility	% with Bundle Visibility	% with FSS Visibility	% with AFSM Visibility	% with Other Visibility
DSCF	22.33%	46.27%	16.25%	15.05%	0.10%
ORIGIN	33.09%	28.74%	9.19%	28.56%	0.41%
DNDC	39.21%	37.23%	5.58%	17.88%	0.08%
ADC	31.08%	29.72%	6.55%	32.58%	0.07%
DDU	61.54%	38.37%	0.01%	0.07%	0.01%
ASF	23.01%	45.84%	2.07%	29.04%	0.04%
Total	**25.52%**	**42.09%**	**14.15%**	**18.08%**	**0.16%**

Note: Metrics based on Full-Service Volume with Start-the-Clock for Start-the-Clock Dates 1/1/2019 – 1/25/2019

Starting January 30,2019, USPS HQ initiated a new certification process for Delivery units.

The activity was to be completed by <u>Friday, February 8, 2019</u>.

Certification Activity:

The Delivery Unit scanning of the trailer barcode, container barcode and inventory complete barcode addresses key mail visibility gaps. The Standard Work and Service Talk for this process must be reviewed in all Delivery Units. After review, these documents should be posted in the distribution operations area on the workroom floor.

The Bundle Visibility documents were posted on USPS HQ website for office certification

The documents for Bundle Visibility certification are below:

- Bundle Visibility Standard Work
- Supervisor and Manager Procedures
- Delivery Unit Service Talk

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CRID Activations in IV MTR

Bar chart data:

Month	Value
August-17	640
September-17	938
October-17	1,146
November-17	1,544
December-17	1,757
January-18	1,936
February-18	2,302
March-18	2,408
April-18	2,480
May-18	2,635
June-18	2,695
July-18	2,782
August-18	2,873
September-18	2,924
October-18	2,981
November-18	3,088
December-18	3,134
January-19	3,218
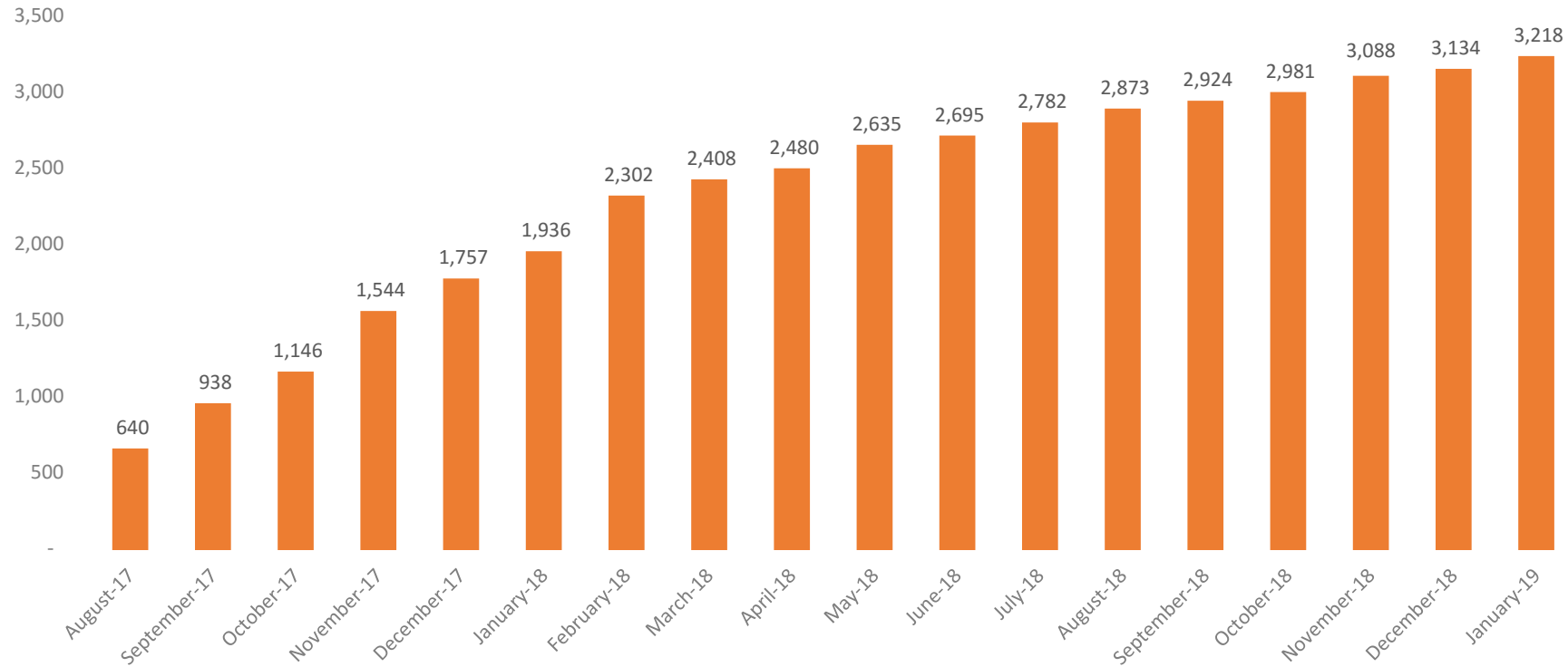
User Growth   125 %
Total users 3218 as of Jan 2019
(up from 1,426 in Dec 2017)

IV Average Daily Statistics

Container Scans	**2 Million**
Trays Scans	**10 Million**
Piece Scans	**2.6 Billion**
Logical Delivery Events	**360 Million**

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Bundle Visibility Update

Timeline For Expansion Of Manual Bullpen Visibility

Pilot underway for Full Service Periodicals and Standard Bundles in Bullpens

- Fills a visibility gap for FS Bundles not processed on APPS
- Ramp up initial sites in all postal areas – Beginning March 2019
- Implement in all Non-Mechanized bundle facilities - PQ 3 FY 2019
- Implement in all facilities for Bundles that bypass APPS – PQ 4 FY 2019

Full Service NEWSPAPER-Specific solution Roll-Out – Beginning February 2019

- Fills a visibility gap for Newspapers
  - Track cycle times/efficiencies
  - Service Performance Measurement when fully implemented
- Initial focus: Originating plant metrics
- Dependencies:
  - Full Service Mailings: eDoc Accuracy and Barcode Readability
  - Sortation Equipment Standardization
- Challenges relative to "Turnaround" Mail – Mailer is dropping Handling Units from eDoc at Delivery Units as well as Origin plant

Remittance Mail

Implementing national solution to provide visibility of Remittance Mail pieces and National Firm Holdout trays

- New scanning process provides cycle time visibility and calculates pickup availability profile
  - Process utilizes piece-to-tray nesting logic and SV/IMD scanning for added visibility
- New diagnostic tools will identify opportunities to improve mail flow and handoff times
  - Will provide end-to-end service, cycle times, and exception metrics
  - Uses data to better match pickup times to mail availability

Timeline

- Cleveland pilot kickoff – February 2019
  - Remittance pick-up in a Delivery Unit, as opposed to a plant (IMD scanning)
- National Rollout – FY19
  - IV Internal Visualization development – PQ 3, FY19
  - Support System standardization efforts – PQ 3-4, FY19
  - National Operational rollout begins
    - One site per Area beginning in April
    - Remaining sites FY19 through FY20

Marketing Mail – Non-Finalized Volume Percent
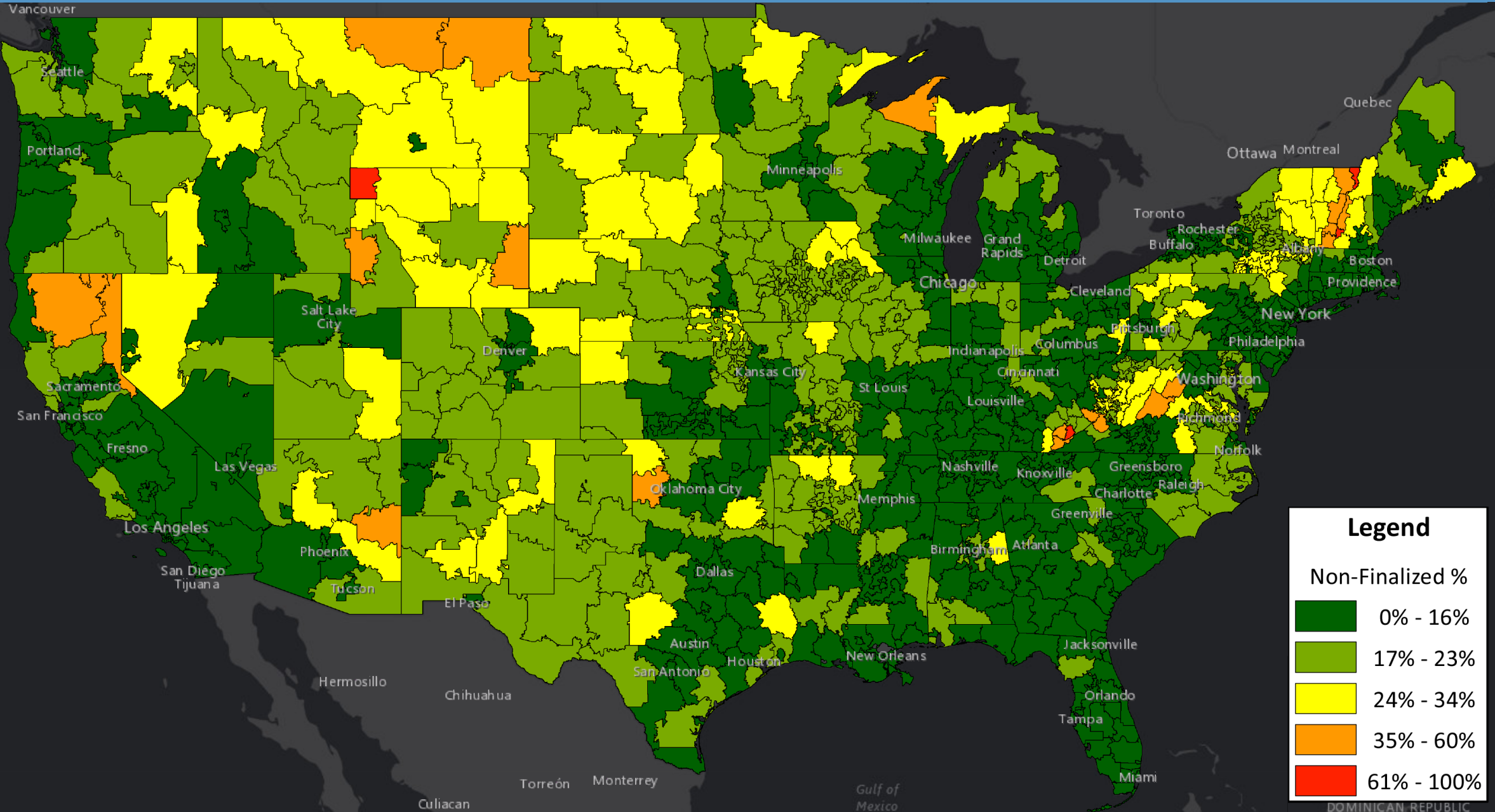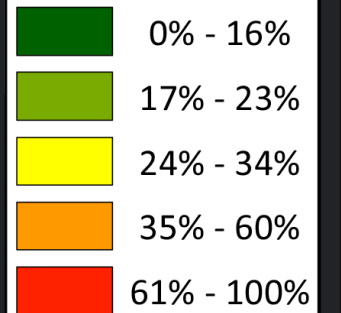
Mail Visibility Applications (MVA)

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.

Secure Destruction Service Expansion to 1st Class Flat Mail

USPS BlueEarth®
Secure Destruction

Update:

- After several months of pilot testing, the *USPS BlueEarth Secure Destruction (SD)Mail Service* was expanded to include first class <u>flat</u> mail as of November 30th, 2018.

- Today there are over 109 major mailers enrolled in the SD mail service program

  - Participating mailers are registered under 148 primary accounts and 164 MIDs

- Mailer participation has increased steadily each month since the time SD mail service was initially launched nationwide in Nov. 2014

- In FY18, the USPS SD mail service program intercepted 7.8% of targeted Presort UAA 1st class RTS mail

- In the first quarter of FY19, the USPS intercepted and destroyed an average of 5.73 million pieces of first class mail per month

- At this rate the USPS expects to intercept 10% of targeted RTS mail in FY19

SD Mailer Enrollment Rates by Industry Type
as of December 2018

- Mail Service Providers (48) = 44%

- Financial (23) = 21%

- Healthcare (9) = 8%

- Legal (6) = 5.5%

- Government (8) = 7%

- Telecommunications (5) = 4.5%

- Utilities (3) = 3%

- Retail (4) = 4%

- Insurance (2) = 2%
  (*Note: Healthcare Insurance Firms are included in the Healthcare category.*)

- ID/Security Services (1) = 1%

Internal Service Performance Measurement

- Through Internal SPM, the Postal Service is able to measure more volume in First Mile, Processing, and Last Mile – enabling measurement to be more accurate, reliable, and representative

- Piece level data is now available at a more granular level– this has enabled operations to get transparency into service down to the route level

- Diagnostic visualizations developed using more real-time data have equipped operations to proactively identify top opportunities during the postal week
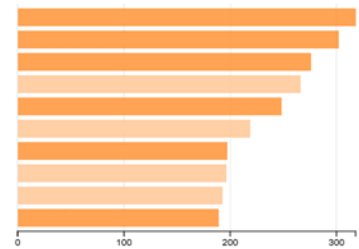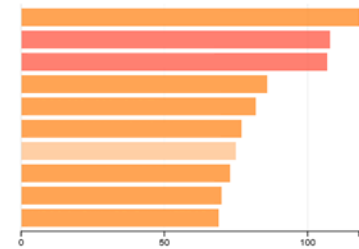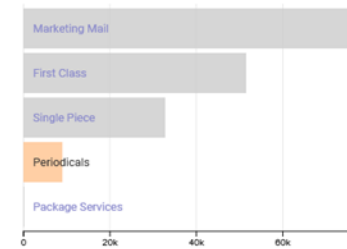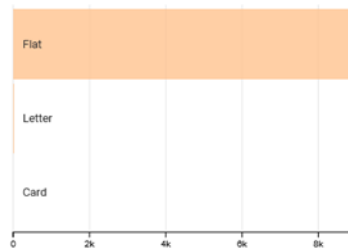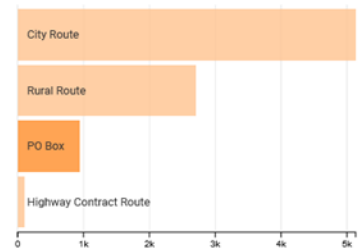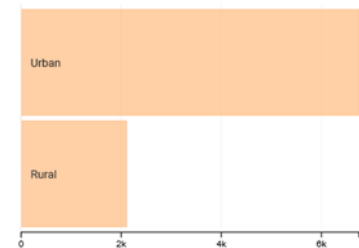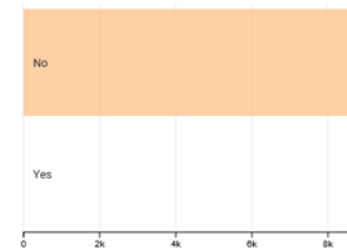
End-to-End Mail Diagnostics

⚑ Note - First Mile and Last Mile metrics for the current postal week have an expected delay due to census data processing

Last Refresh Time: 02/07/2019 07:55 EST

▶ Report Details

NATIONAL / **Select Area** ▼

FILTERS - reset «
▼ Time Filters
▶ Time Level
▶ Time Period
▶ Direction
▶ Mail Class
▶ Mail Shape
▶ Service Standard
▶ Lane Threshold Pieces
Go

FAILURE BY SEGMENT	ROOT CAUSE

WHERE IS MAIL FAILING? (BASED ON CENSUS DATA) ⓘ

View By: Failed

▼ **Failed Pieces**

Score

	Total Selected	Processing Failed	Overall Failed	Total	Processing Score	Last Mile Impact
	—	78,361,892	120,448,442	1,104,284,266	92.90%	-3.81%

Segment

	Processing			
First Mile	Origin Processing	Transit	Destination Processing	Last Mile
0.94% (1,137,108 pcs)	0.65% (784,898 pcs)	45.47% (54,765,648 pcs)	8.33% (10,038,570 pcs)	34.94% (42,086,551 pcs)
	Unable to Assign | 9.51% (11,456,564 pcs)			

42
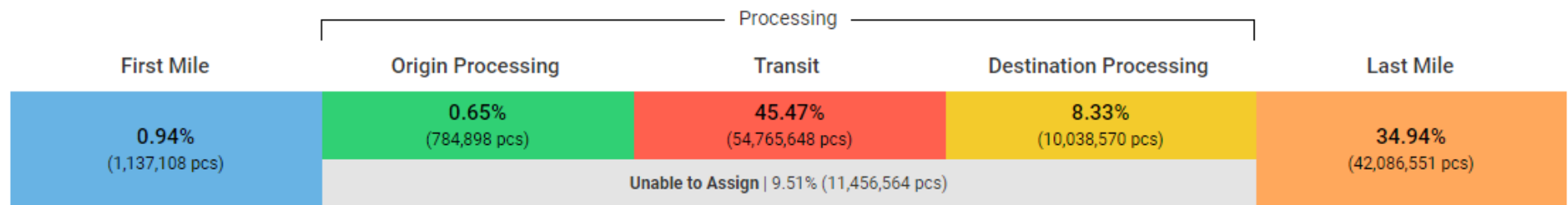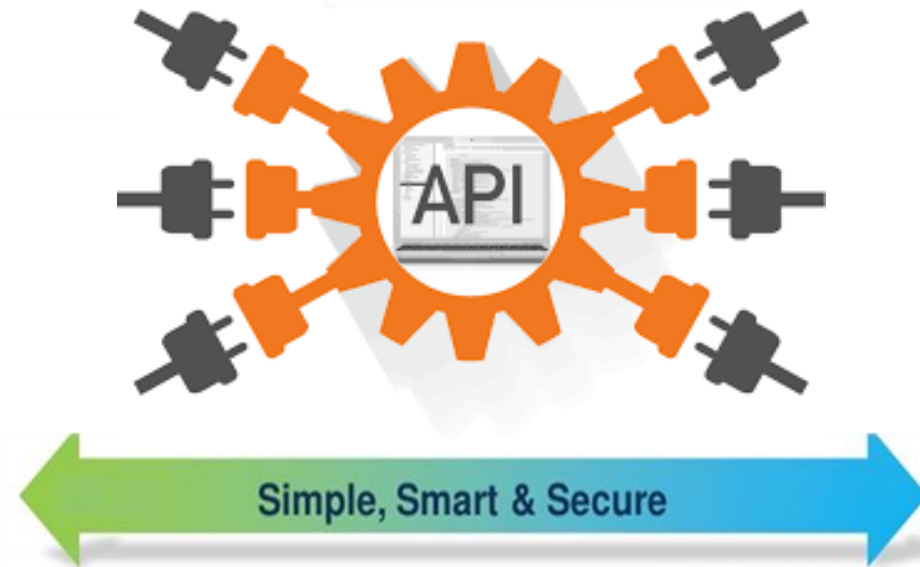
Packages

Thoughts, Ideas and Roadmap

fundamental change in how we share shipping information – at the piece level instead of the file level shift away from file to APIs

Simple, Smart & Secure

- Seamless Customer Experience
- Eliminate Shipping Files
- Real Time-Open pipe data stream
- Chain of Custody
- Address Correction Service
- Eliminate latency and digital drag
- Innovation opportunities

Secure

Analyze

Manage

Create

Simplification

- Transactional, mail piece level data processing instead of file based exchange
- Eliminate multiple file specifications, versions, types, and content rules

- Improves flexibility
- Reduce latency

- Near real time activation of new customers

- Opportunities to reduce development costs and simplify structural changes
- Eliminate batch interfaces and transfers to multiple systems
- Minimize outages
- Streamline certification and onboarding
- Enables integration of new/emerging technology

- Piece level reconciliation for
  - Payment
  - Billing
  - Auditing and Financial Compliance
  - Scans
  - Notifications
  - Contacts

Intelligent Data

Access to innovative features and enhancements

Integrated tracking number provisioning

Strengthen Brands – mutually and individually

Refine data distribution among multiple partners

Omniscient status and awareness throughout the mailpiece lifecycle

Improved analytics

Integrated, shared visibility business rules and scripting

Timely, quality actionable data

Seamless Customer Experience

Address Correction Services

- Customers and partners
- Consumer channels
- Mail classes and shapes
- Aggregates/containers
- Points in the mail piece lifecycle

Secure

Analyze

api

Manage

Create

Mailer Shipping Partner and Shipping Services Files

PDTAT
Parcel Delivery Territory Assignment Tool

Structures data and enables sort selections

Sends package data to Dynamic Routing Tool (DRT) for routing

PRES
Parcel Remote Encoding System
Updates to addresses of pieces enroute to delivery unit

TRP
Transactional Record Processor
Address standardization/ coding/association with routes

PASS
Passive/Active Sortation System

Generates and distributes Arrival at Unit (AAU) to Enterprise

Responds to package scan with assigned delivery route

Receives routes from DRT

Sends routed package manifest to Delivery Scanners

DRT
Dynamic Routing Tool

RIMS
Regional Information Management System

Delivery Scanners

DMS
Delivery Management System

DPF
Delivery Point File

Enhanced Package Processing System (EPPS)

EPPS overview will be an agenda topic at the EA Package Focus Session

Current events on packages nested to PMOD containers before entering the mailstream at destination:

	Internal/Intranet Description	Customer Daily Extract Description	External (USPS.com) Second Level Scripting	External (USPS.com) First Level Scripting	External (USPS.com) Status Category	Event Description	Start the Clock Event?	Stop the Clock Event?	Ok to share externally?
AE	ARRIVE USPS FACILITY	ARRIVE USPS FACILITY	Arrived USPS Facility	Your item arrived at our CITY, STATE ZIPCODE facility on DATE at TIME.	In Transit	The item is in an Open & Distribute container that received an Acceptance (03) event.	No	No	Yes
DE	DEPART USPS FACILITY	DEPART USPS FACILITY	Arrived at USPS Facility or Departed USPS Facility	Your item arrived at our USPS facility in CITY, STATE ZIPCODE on DATE at TIME. The item is currently in transit to the destination. Or Your item departed our USPS facility in CITY, STATE ZIPCODE on DATE at TIME. The item is currently in transit to the destination.	In Transit	The item is in an Open & Distribute container that received an Enroute (10) event.	No	No	Yes
OD	PROCESSED AT USPS DESTINATION FACILITY	PROCESSED AT USPS DESTINATION FACILITY	Processed At USPS Destination Facility	Your item was processed at our CITY, STATE ZIPCODE destination facility on DATE at TIME.	In Transit	The item is in an Open & Distribute container that received a Received at Opening Unit (41) event.	Yes	No	Yes

PMOD and Nested PMOD Examples

PMOD Sack/Container

PMOD Nested Package

No Expected Delivery Date provided on nested contents until Processed at USPS Destination Facility event created

Leverage Shipping Partner File and Shipping Label Created (GX) event to share delivery estimates shared with customers at order

- Improve Customer Experience by providing Expected Delivery earlier in the package lifecycle.

- Integrate and leverage advanced analytics and customer estimated delivery and promised dates

  - Shared via the Shipping Services File and Shipping Partner Event File

  - Reveal via internet and notifications for customers with high accuracy

- Reassure customer when to expect delivery

- Consistent experience from purchase to delivery
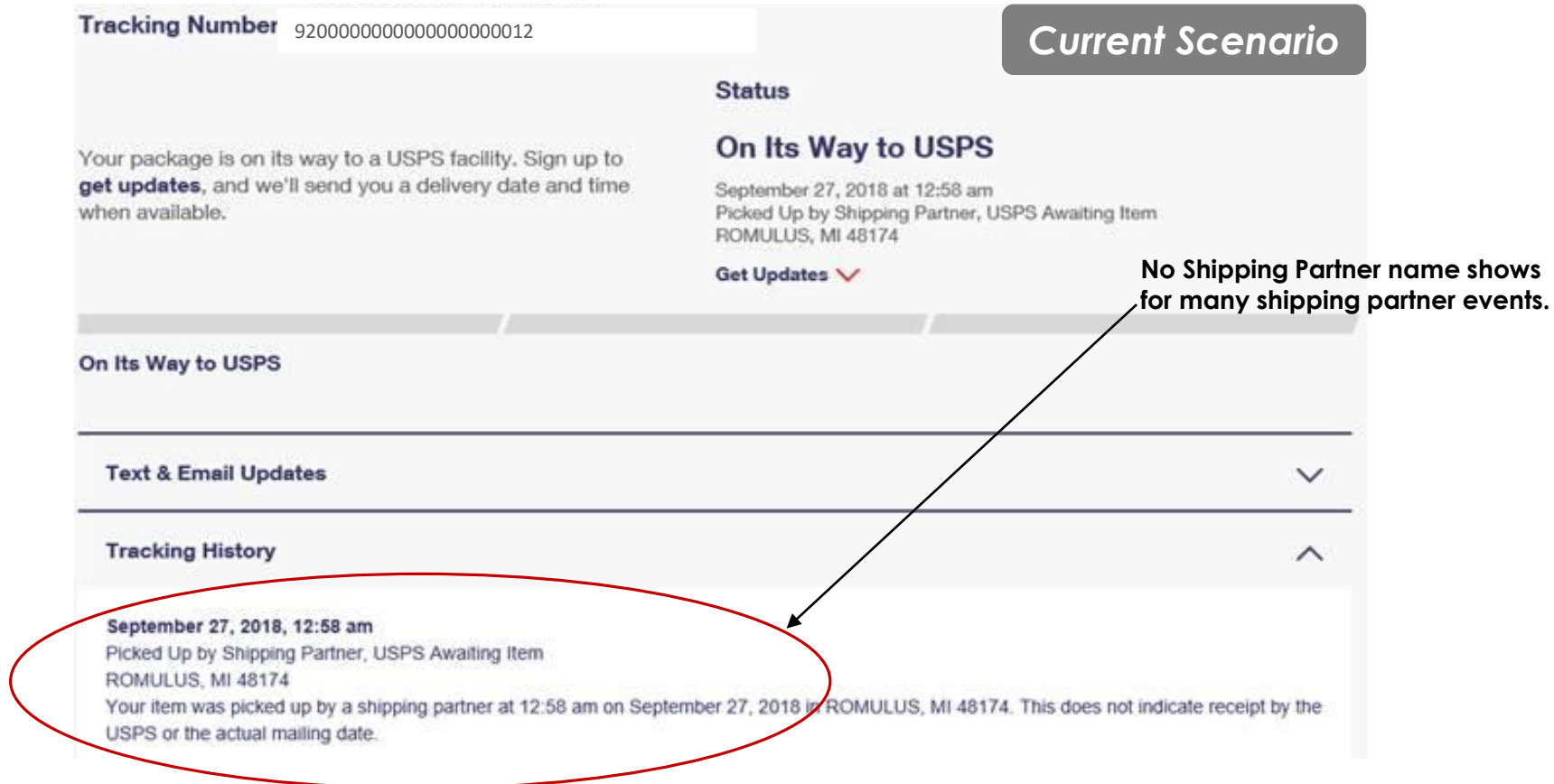
- Reduce Contacts

Provide Expected Delivery Date given to Customer at the time of order

Record Position	Field Name	Format (Size)	Description	Example	Content Rules and Limitations
223-224	Action Code	A(2)	Applicable valid action codes. 'V1" – Cancelled Label - Only applicable for GX Event "V2" - Package Delivered by Shipping Partner – Only applicable for GX Event	PP	Must be a valid code (spaces are not a valid code). If Pick Up and Return address is same then use code for shipment type "PC Postage", "Mail Owner", "Service Provider". Must populate Pick Up address. If Pick Up and Return address is different then all fields in both Pick Up and Return address must be populated.
225-232	Mailing/Tendered Date	N(8)	Date Partner or customer expects to tender the package to USPS	20140508	Format is CCYYMMDD Null value is valid.
233-240	Merchant Projected Delivery Date	N(8)	Date merchant communicated to customer to expect the delivery	20140508	Format is CCYYMMDD Null value is valid
241-241	Entry Facility Type	A(1)	Type of USPS facility where mail is tendered. 'A' – ADC 'B' – NDC 'S' – SCF 'D' – DDU 'F' – ASF 'I' – ISC 'O' – Origin Post Office	A	For origin or destination entry facilities. Required for Drop Ship Mailers. Required for Parcel Return Service mailers to note pick-up facility type. Default is spaces.
242-246	Entry Facility ZIP Code	N(5)	5-digit ZIP Code of postal facility where the mail is tendered.	22201	Numeric only (0-9)

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Provide Expected Delivery Date given to Customer at the time of order

Record Position	Field Name	Format (Size)	Description	Example	Content Rules and Limitations	EDI 240
171 – 172	Action Code	A(2)	Applicable valid action codes. 'V1" – Cancelled Label - Only applicable for GX Event "V2" - Package Delivered by Shipping	PP	▪ Must be a valid code.	IF L1102 not = "ZZ" Then L1102
173 – 180	Mailing/Tendered date	N(8)	Date partner or customer expects to tender the package to USPS	20140508	▪ Format is CCYYMMDD ▪ Null value is valid.	IF L1102 not = "ZZ" Then L1104
181 – 189	Merchant Projected Delivery Date	N(8)	Date when the package will be delivered to the customer.	20140508	▪ Format is CCYYMMDD	IF L1102 = "ZZ" Then L1104
189 – 189	Entry Facility Type	A(1)	Type of USPS facility where mail is tendered. 'A' – ADC 'B' – NDC 'S' – SCF 'D' – DDU 'F' – ASF 'I' – ISC	A	▪	IF L1102 = "ZZ" Then L1103
190 – 194	Entry Facility ZIP Code	N(5)	5-digit ZIP Code of postal facility where the mail is tendered.	22201	▪ Numeric only (0-9)	IF L1102 = "ZZ" Then L1101
195-196	Customer Delivery Preference	A(2)	For future use		▪ Default is spaces	CD301

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Enhanced logic now allows Shipping Partner names to be displayed or suppressed on USPS.Com at the Mail Owner (PIC) MID level
- Previous logic controlled name display and suppression at the Header MID (manifest) level only
- Does not change display names in Informed Delivery

Shipping Partner name suppression will be removed and all partner names displayed effective April 1, 2019

No Shipping Partner name shows for many shipping partner events.

Shipping Partner names will display in tracking results on all consumer facing channels effective April 1, 2019

Exceptions can be requested to continue suppressing Shipping Partner name display for specific Mail Owner (PIC) MIDs for unique business reasons

- Email requests to IMpb@usps.gov
- Subject Line "Shipping Partner MID Display Exception"
- Requests must be received by March 15, 2019 to be processed before the April 1, 2019 effective date

UNITED STATES POSTAL SERVICE®

Address Quality

93.86%
TARGET: 89%
*increases
to 90%

Δ to Target (89%):	Δ to New Target (90%):	Δ from Last Month:
⬆ +4.86	⬆ +3.69	⬇ -0.23

Measures percent of addresses* with enough information to validate to the unique exact 11-digit DPV ZIP Code when matched against the AMS Database.

Benefits:
• Operational efficiency
• Enables personalized features such as My USPS
• Avoids operational costs (Manual scheme lookup/PRES Keying)
• Improves deliverability

All 3 IMpb Compliance Quality Metrics will be implemented on January 31, 2019 and assessment will be applied on February 1, 2019

Shipping Services File Quality

94.42%
TARGET: 91%
*increases
to 94%

Δ to Target (91%):	Δ to New Target (94%):	Δ from Last Month:
⬆ +2.42	⬆ +0.42	⬆ +.70

Measures percent of manifest records that pass key package level detail validations mitigating potential errors when processed in the PTR Database.

Benefits:
• Supports timely postage payment and revenue assurance
• Enhances tracking and customer experience
• Provides digital awareness of packages that will be delivered by USPS
• Facilitates better workload planning
• Eliminates need for manual counts
• Enables better analytics, insights, decisions

Barcode Quality

99.35%
TARGET: 95%
*increases
to 98%

Δ to Target (95%):	Δ to New Target (98%):	Δ from Last Month:
⬆ +4.35	⬆ +1.35	⬇ -.01

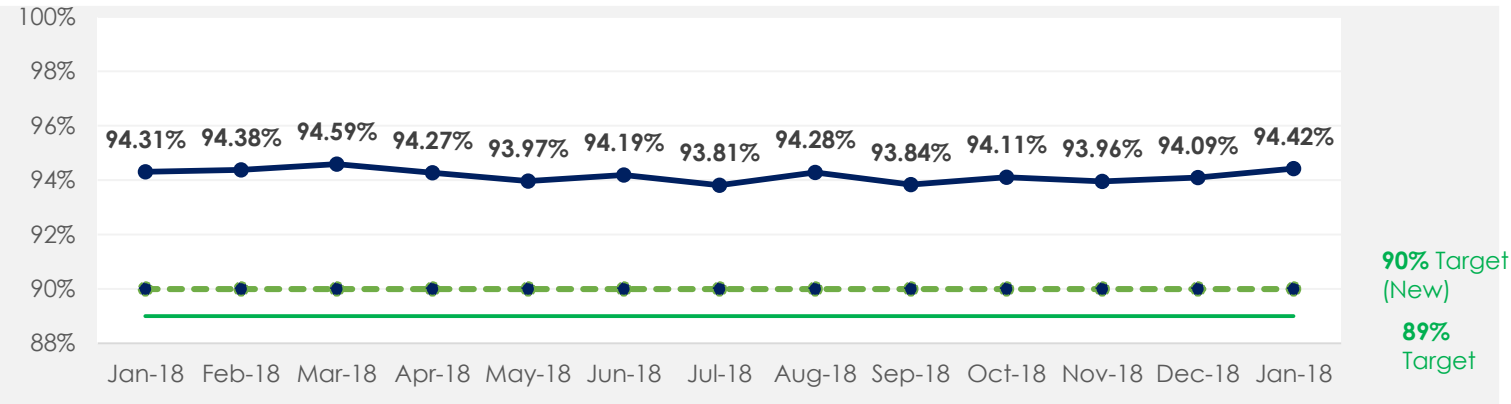Measures percent of tracking numbers that pass key validations for format and uniqueness* without errors or warnings when manifests are processed in the PTR Database and physically scanned.

Benefits:
• Critical for visibility and the customer experience
• Creates the digital trail
• Supports payment and revenue assurance
• Facilitates operational efficiencies
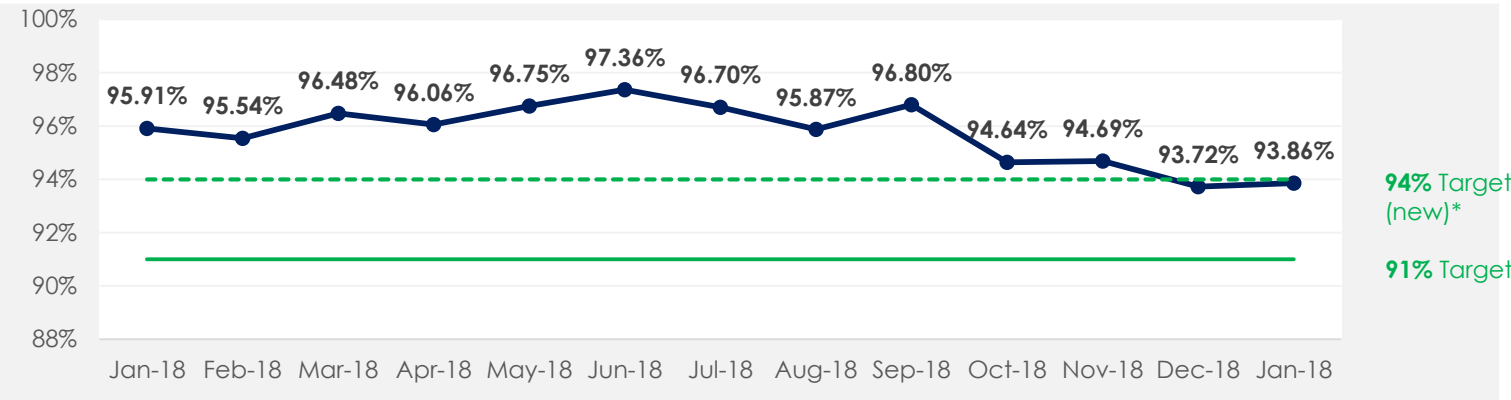• Foundational for current and future product offerings

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UNITED STATES POSTAL SERVICE®

Destination Delivery Address (AQ)

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

94.31% 94.38% 94.59% 94.27% 93.97% 94.19% 93.81% 94.28% 93.84% 94.11% 93.96% 94.09% 94.42%

Jan-18 Feb-18 Mar-18 Apr-18 May-18 Jun-18 Jul-18 Aug-18 Sep-18 Oct-18 Nov-18 Dec-18 Jan-18

90% Target (New)

89% Target

Shipping Services File (MQ)

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

95.91% 95.54% 96.48% 96.06% 96.75% 97.36% 96.70% 95.87% 96.80% 94.64% 94.69% 93.72% 93.86%

Jan-18 Feb-18 Mar-18 Apr-18 May-18 Jun-18 Jul-18 Aug-18 Sep-18 Oct-18 Nov-18 Dec-18 Jan-18

94% Target (new)*

91% Target

IMpb Barcode (BQ)

Top 2 BQ

99.56% 99.65% 99.66% 99.86% 99.56% 99.53% 99.38% 99.61% 99.35% 99.50% 98.81% 99.36% 99.35%

Jan-18 Feb-18 Mar-18 Apr-18 May-18 Jun-18 Jul-18 Aug-18 Sep-18 Oct-18 Nov-18 Dec-18 Jan-18

98% Target (new)*

95% Target

57
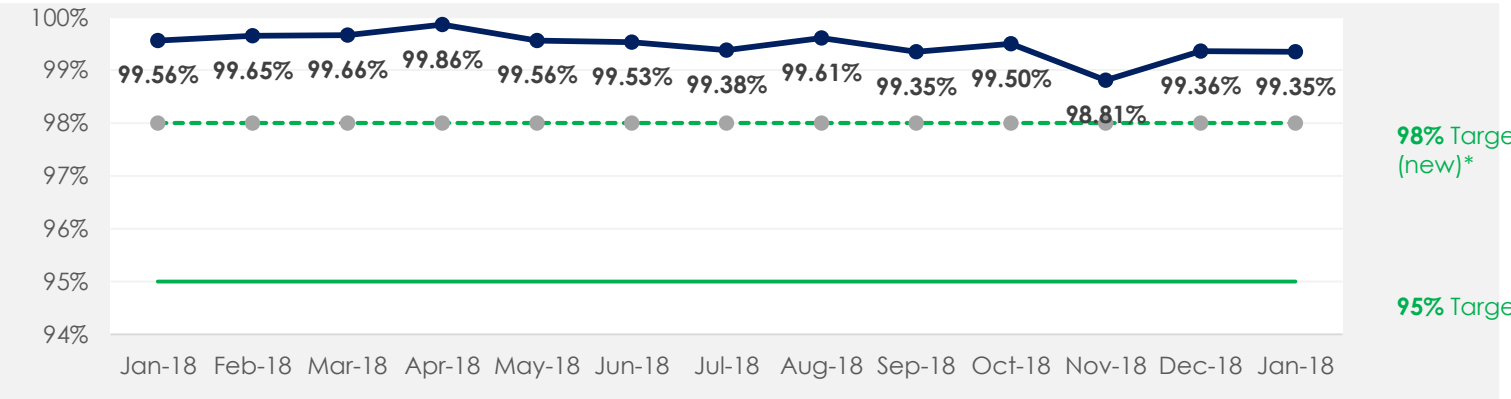
- Established new IMpb Address Quality Threshold for January 2019

- Interim Final Rule Federal Register was published on December 11, 2018

- Final Rule will be posted when the Federal Government reopens and backlogs processed

- Comment period on or before December 31, 2018

- New 90% threshold for Address Quality effective on January 31, 2019

- Assessments based on new 90% threshold began February 1, 2019

- Link to Federal Register: https://www.federalregister.gov/documents/2018/12/11/2018-26665/change-address-quality-threshold-for-intelligent-mail-package-barcode

Change Address Quality Threshold for Intelligent Mail Package Barcode

A Rule by the Postal Service on 12/11/2018

PUBLISHED DOCUMENT

AGENCY:

Postal Service™.

ACTION:

Interim final rule with request for comments.

SUMMARY:

The Postal Service is revising *Mailing Standards of the United States Postal Service*, Domestic Mail Manual (DMM®) section 204.2.1.8 to update the Address Quality (AQ) Compliance threshold for all mailers who enter commercial parcels.

DATES:

Effective date: January 31, 2019.

Comment deadline: Comments must be received on or before December 31, 2018.

ADDRESSES:

DOCUMENT DETAILS

Printed version:
PDF

Publication Date:
12/11/2018

Agency:
Postal Service

Dates:
Effective date: January 31, 2019.

Effective Date:
01/31/2019

Document Type:
Rule

Document Citation:
83 FR 63578

Page:
63578-63579 (2 pages)

CFR:
39 CFR 111

Document Number:
2018-26665

DOCUMENT DETAILS

Shipping Partner Event Files with Address Information

Shipping Partner Event Codes can be added that allow shipping partners and other mailers to provide their customers with additional visibility before the Postal Service receives the packages or the Shipping Services file

- Mailers that provide Delivery Address Information in their Shipping Partner Event Files allow USPS to scrub and validate Delivery Address in advance to receiving the mail piece.

- Shipping Partner Address can only help mailers that submit it, if an address does not match what's submitted in the Manifest. PTR will always take the address which yields the best results form AMS and give credit to mailers

- When destination delivery address information is included in the Shipping Partner Event File:

  o The address elements must be complete and have sufficient quality to yield a unique 11-digit ZIP Code valid for the delivery point.

  o Destination delivery addresses will be compared against the USPS address database for accuracy and ability to be validated to an 11-digit ZIP Code that is unique to the finest depth for the delivery point (including secondary information such as the apartment or suite number).

  o Each delivery address will be validated for each mail piece.

  o An AQ non-compliance indicator will be assigned to packages and mail pieces with address information that does not validate to unique 11-digit delivery point ZIP Codes.
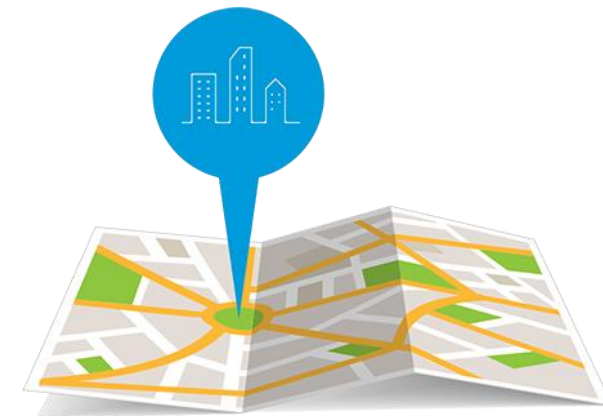
Address and 11-Digit ZIP Code Delivery Point Validation

- When Destination Delivery Address or 11 Digit Zip Code information is included in the Shipping Partner Event File to meet IMpb requirements, the address elements must be complete and have sufficient quality to yield a unique 11-digit ZIP Code valid for the delivery point as an "Exact Match"

Fields Impacted:
- Destination ZIP Code
- Destination ZIP+4
- Destination Delivery Point
- Delivery Address
- City Name
- State

- **For eVS Mailers,** the final IMpb Compliance is measured on the date and at the time of the first Arrival-at-Post Office Scan for the package. The Arrival-at-Post Office event code is "07" which is provided in Scan Event Extract Files. **If the address is included in the Shipping Partner File, manifest compliance is assessed at midnight (23:59:59) local time of the Arrival-at-Post Office event "07."**

- Commercial software vendors or mailers who plan to incorporate the Shipping Partner Event Codes into their shipping/manifesting software must have their Shipping Partner Event Code files certified by Confirmation Services Support. We recommend, but do not require, that mailers elect to use Shipping Partner Event Codes during their initial certification process. While its use is optional, it must be properly configured.

Shipping Partner Event File Version 3.0/4.0

Field Name	Start Position	Length	Example
ED Records:			
Destination ZIP	71	5	32118
Destination ZIP + 4	76	4	5545
Destination Delivery Point	80	2	30
Destination Delivery Address	82	48	2545 S ATLANTIC AVE
City Name	130	28	DAYTONA BEACH
State	158	2	FL

Shipping Partner Event File Version 5.0

Field Name	Start Position	Length	Example
ED Records:			
Destination Delivery Address	134	48	2545 S ATLANTIC AVE
Destination Delivery City Name	182	28	DAYTONA BEACH
Destination Delivery State	210	2	FL
Destination ZIP	212	5	32118
Destination ZIP + 4	217	4	5545
Destination Delivery Point	221	2	30