

# **Deliver & Processing Operations and Enterprise Analytics Focus Group**

**USPS VPs: Colin, Barber, Johnson  
Industry Lead: Adam Collinson**

**Wednesday, January 27, 2021**

## Proposed Topics for All

Communication - due to the events over the last 10 months, the industry is requesting a focus session on USPS communication. Information sharing and visibility must be discussed. See Bob Schimek email from 1/8/21. Items to include: how can USPS provide timely data on every P&DC by class of mail - can NOCC data be utilized? (Think Facility Condition Report of long ago) Staffing challenges. Industry has ideas on how to assist, let's talk through and vet them out.

Service - this affects all areas of the USPS and the Mailing Industry. Due to the nature of the service degradation over the last 10 months, the industry is requesting a focus session on service. This must allow for two way dialogue regarding USPS current status, plans for future mitigation and collaboration with the industry. See Bob Schimek email from 1/8/21. When will the current backlog be cleared?

Report and discussion on performance (by week) through Peak on delivery performance by class, outbound vs inbound (remittance and UAA). What were priority decisions. What was impact - not just % late, but how much was how late.

MTE - Mailers request an update on tray quality efforts mentioned at the last MTAC

Locale key changes

Industry requests a COVID update. When will Postal EEs be able to get the vaccine, will it be required?

# Industry Communication: IMb Planning Tool Heat Map

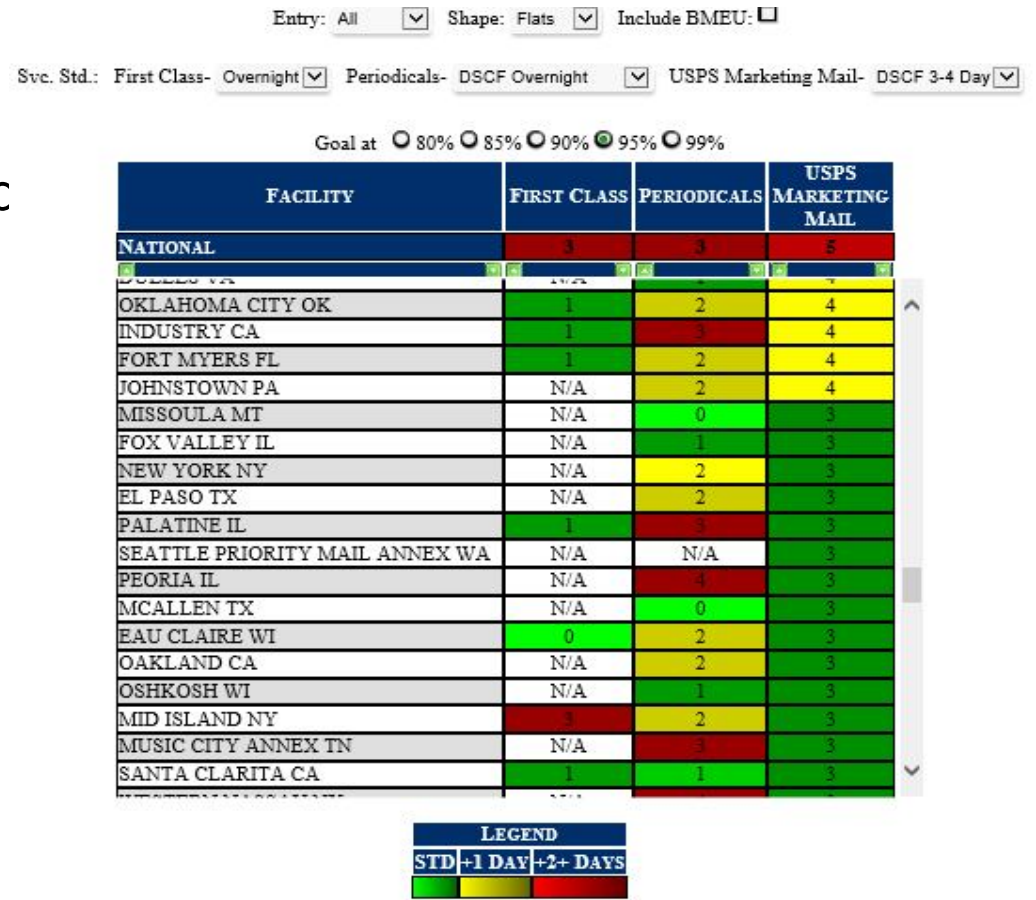
Depicts performance to service standard by facility

Ability to filter based on entry, shape, service standard

Provides visibility into the mail stream

Assists in planning drop shipments

Helps manage delivery expectations



<https://iv.usps.com/imb-planning-tool/>

# Industry Communication: Industry Connect Dashboard (in development)

Last Update: 01/25/2021 2:30 PM EST

Area  
Eastern

Site  
Akron OH P&DC

Finance  
120439

Notes

Flats



Letters



Periodicals



Packages



LAKESHORES

On Hand

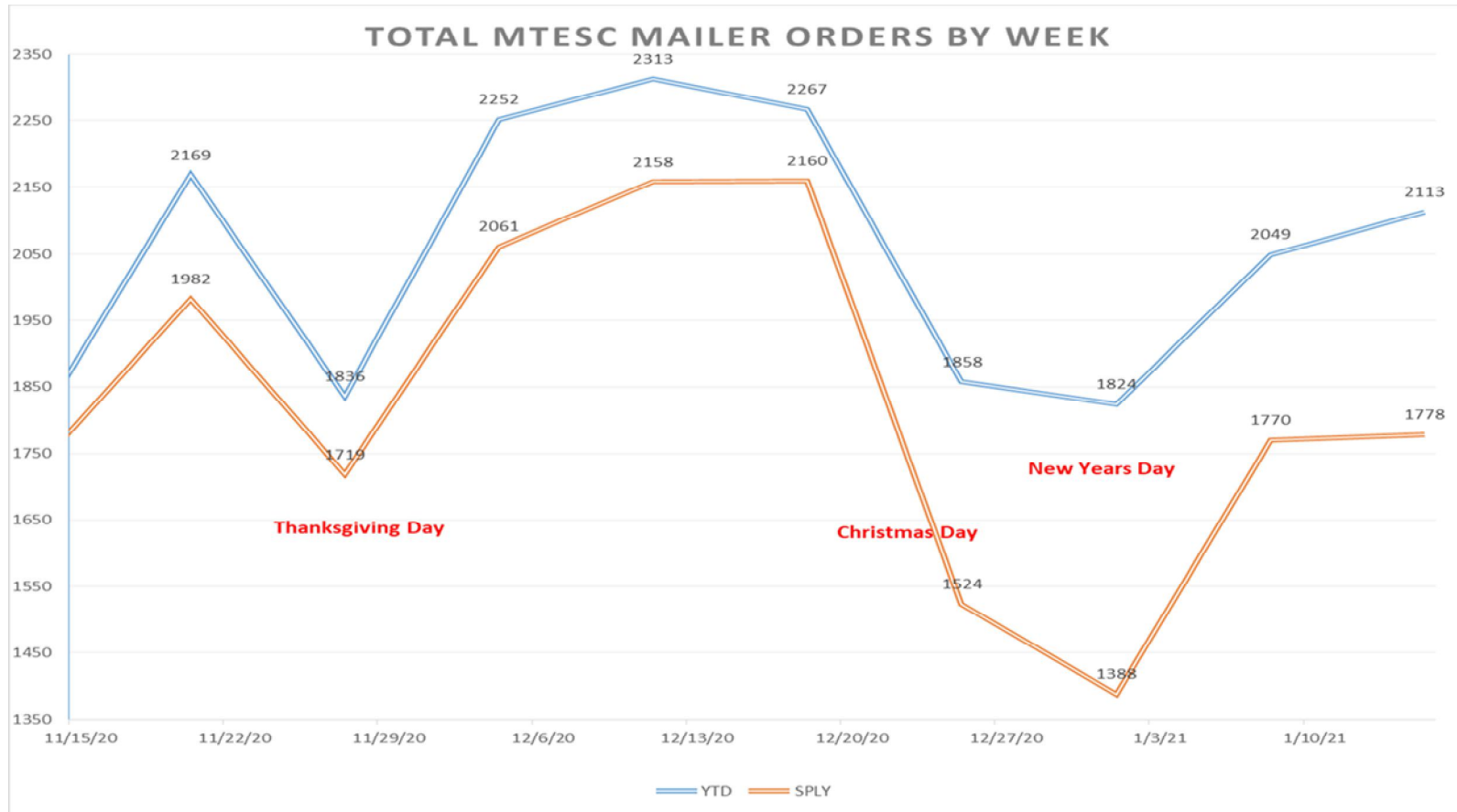
	Flats	Letters	Periodicals	Packages
Akron OH P&DC	Blue	Green	Orange	Blue
Cleveland OH FSS Annes	Green	Blue	Green	Blue
Cleveland OH P&DC	Yellow	Green	Blue	Blue
Columbus OH P&DC	Green	Blue	Blue	Green
Detroit MI NDC	Orange	Yellow	Blue	Yellow
Fort Wayne IN P&DC	Green	Green	Green	Blue
Grand Rapids MI P&DC	Green	Orange	Blue	Yellow
Indianapolis IN MPA	Green	Orange	Orange	Green
Iron Mountain MI P&DC	Blue	Green	Green	Blue
Johnstown PA P&DF	Blue	Blue	Blue	Green
Pennwood Place PA P&DC	Green	Green	Green	Blue
Springdale OH Annex	Blue	Orange	Orange	Blue
Traverse City MI P&DF	Yellow	Yellow	Blue	Blue

Unload Time

	Flats	Letters	Periodicals	Packages
Akron OH P&DC	Blue	Green	Orange	Blue
Cleveland OH FSS Annes	Blue	Blue	Green	Blue
Cleveland OH P&DC	Orange	Green	Blue	Blue
Columbus OH P&DC	Green	Blue	Blue	Orange
Detroit MI NDC	Orange	Orange	Green	Blue
Fort Wayne IN P&DC	Blue	Yellow	Blue	Yellow
Grand Rapids MI P&DC	Yellow	Yellow	Blue	Green
Indianapolis IN MPA	Green	Blue	Yellow	Blue
Iron Mountain MI P&DC	Yellow	Blue	Blue	Green
Johnstown PA P&DF	Blue	Green	Blue	Yellow
Pennwood Place PA P&DC	Green	Blue	Yellow	Blue
Springdale OH Annex	Blue	Orange	Blue	Green
Traverse City MI P&DF	Blue	Green	Green	Blue

SAMPLE FOR DEMONSTRATION PURPOSES ONLY

# Weekly Mailer Orders at MTESCs



## MTE Inventory Status

Sufficient sleeves, trays, pallets, and sacks have been procured

As of 01/13/2021	Current MTESC Inventory on hand	1-Week Safety Inventory	Pieces Above / Below Safety	Percent Above / Below Safety	Weekly Demand Var to SPLY	% Var Inventory to SPLY
PALLETS	261,245	550,000	(288,755)	-53%	39%	-79%
EMM TRAY	2,642,784	1,400,000	1,242,784	89%	-39%	43%
1/2 TRAY	663,400	1,100,000	(436,600)	-40%	-15%	-64%
MM TRAYS	2,275,140	2,500,000	(224,860)	-9%	-16%	-61%
MM SLEEVE	2,674,656	3,400,000	(725,344)	-21%	-14%	4%
EMM SLEEVE	5,950,854	2,000,000	3,950,854	198%	-33%	64%
1/2 SLEEVE	2,497,248	1,400,000	1,097,248	78%	-21%	36%
FLAT TRAY (Cardboard & Plastic)	417,144	750,000	(332,856)	-44%	-15%	-65%
FLAT TRAY LIDS	558,720	420,000	138,720	33%	-8%	-42%
#1 SACK	1,858,000	1,700,000	158,000	9%	-20%	-4%

## MTE Updates

Mailers request an update on tray quality efforts [All]

- Communicating with Logistics and Processing Directors the importance of removing all tags from MTE (slide labels, political tags, PMOD tags, etc.) prior to returning
- Reviewing plant process returning MTE for quality products through a Strategic MTE Initiative to improve hygiene, flow and mailer support

Is there a process in place to improve MTE availability when USPS can't turn equipment quick enough due to volumes and capacity issues? [Flats]

- Currently working to make sure mailers/plants request only there needs as opposed to requesting an abundance of supplies

# Packages

**Industry Lead:  
John Medeiros**



## Proposed Topics for Packages

- Action Item: John M. – Are there any planned redirects of packages to the Annex’s - Jason – USPS has them in place internally and they have been communicated at this point – Jason McAllister will release more information and clarification to the industry - Owner Jason McAllister. Did this occur? Can we get a status update?
- Action Item: Alvin - Being able to provide mailers with more advanced notice (than evening before) of DDU issues requiring mailers to shift locations. Jason mentioned new modeling capabilities to be able to make decisions sooner. Industry would like a minimum of 2 day notice, preferably a week – Owner Jason McAllister
- Action Item: Glen Swyers - Does USPS see a difference in scanning scores for PMOD in sacks vs flat rate boxes? Juliaann – as long as PMOD boxes are machinable USPS can get better visibility – Glen Swyers – are some of the issues with scanning the fact that USPS isn’t reading the boxes correctly – Juliaann will review performance and work directly with Glen – Owner Juliaann Hess
- Action Item: Bob Rosser –Dealing with COVID –is there some type of tool that can be shared going forward – Steve will run this past internal team to see if USPS can come up with an aggregate – keeping in mind USPS has to be mindful of sensitivity and privacy there is value in reporting employee impacts – Owner Steve Dearing

# Flats

**Industry Leads:  
Steve Smith, Carol Kliewer**

## Proposed Topics for Flats

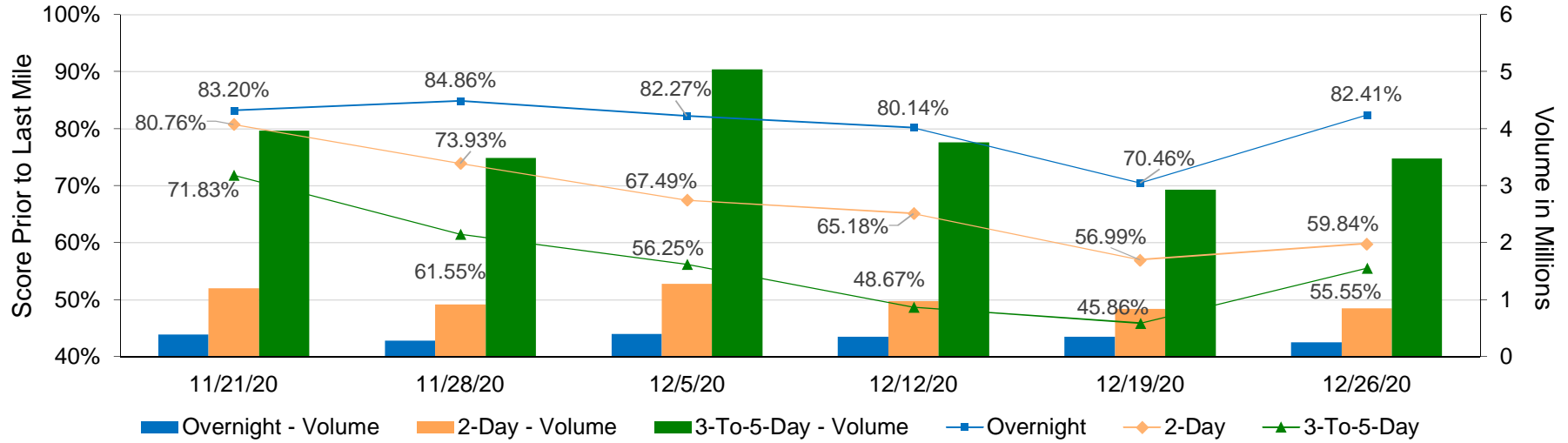
Service performance on Marketing Mail Flats - with specifics on how USPS is addressing Peak Season service level failures, COVID 19 and leave issues, FIFO and other compliance concerns. When will USPS be able to say they are current?

Visibility On Periodical Processing Delays & Locations.

Is there a process in place to improve MTE availability when USPS can't turn equipment quick enough due to volumes and capacity issues?

Update - Allow eDoc submitter to delegate EPS data

# First-Class Mail® (Flats) – Score Trend



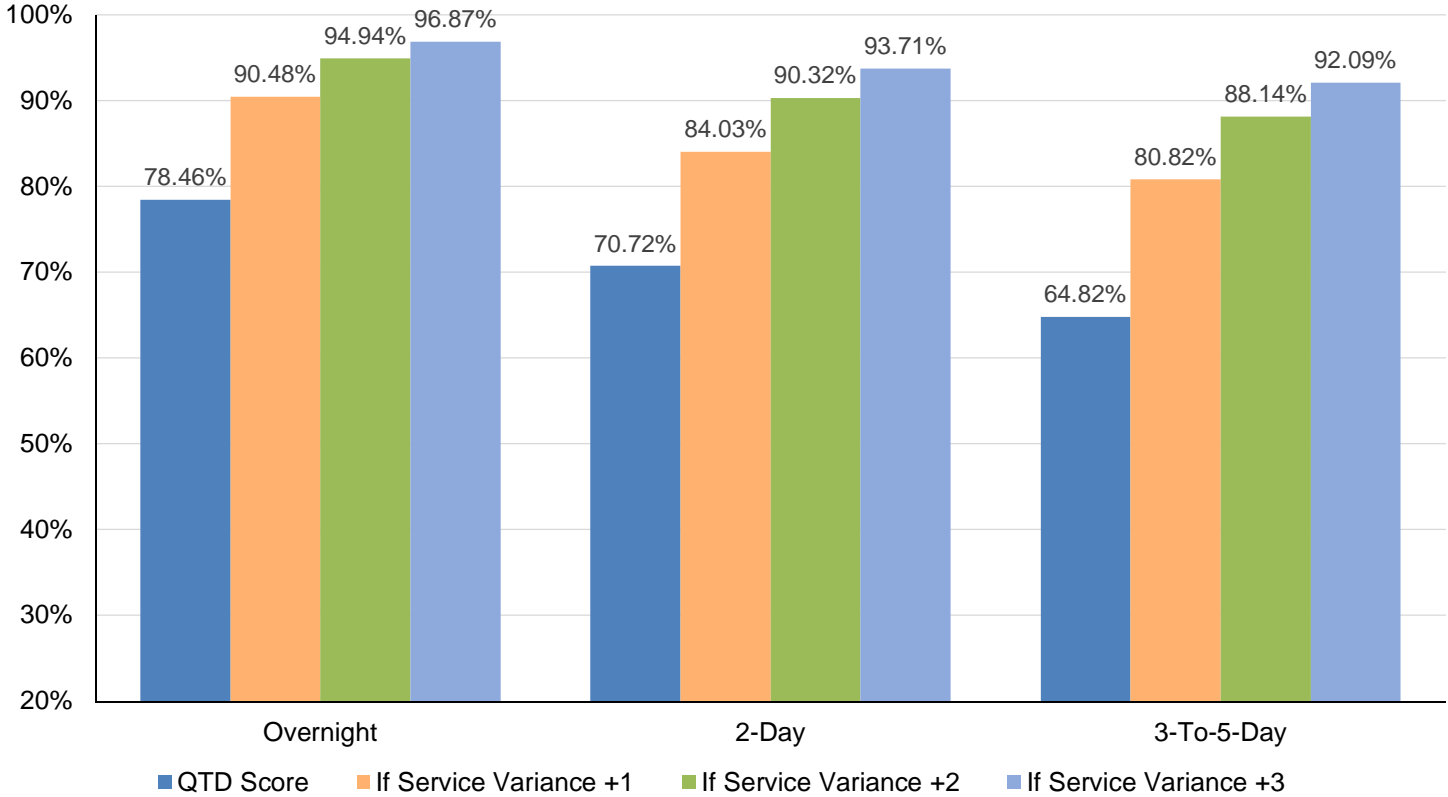
FY2021 Q1	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
Presort Overnight	6,037,804	78.46%	-7.46%	71.00%	96.80%	5,854,418	3.13%	81.18%	-10.18%
Presort 2-Day	17,445,288	70.72%	-6.95%	63.76%	96.50%	16,488,699	5.80%	80.07%	-16.31%
Presort 3-to-5-Day	64,158,988	64.82%	-5.89%	58.93%	95.25%	57,242,020	12.08%	78.23%	-19.31%
3-Day	63,882,794	64.79%	-5.90%	58.89%	91.80%	56,953,931	12.17%	78.21%	-19.32%
4-Day	272,368	72.37%	-4.24%	68.12%	91.80%	281,545	-3.26%	82.54%	-14.42%
5-Day	3,826	74.05%	-2.55%	71.50%	91.80%	6,544	-41.53%	80.69%	-9.19%
<b>Presort Total</b>	<b>87,642,080</b>			<b>60.72%</b>	<b>96.00%</b>	<b>79,585,137</b>	<b>10.12%</b>	<b>78.83%</b>	<b>-18.11%</b>

Note: Preliminary FY21 Q1 results through December 31, 2020. FY21 data sourced from Internal SPM.



# First-Class Mail® (Flats) – Service Variance

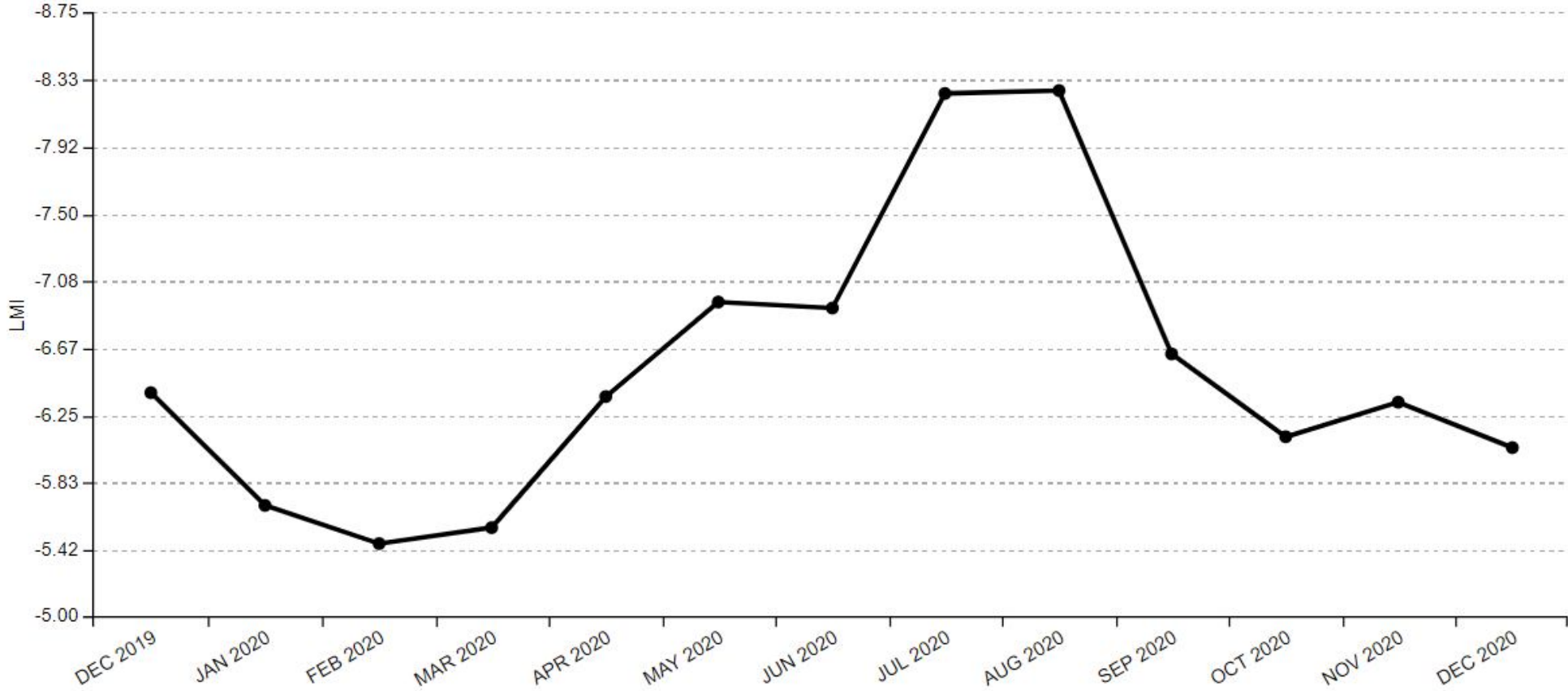
All FY2021 Q1 FCM Flats scores would be above 80.82% (prior to last mile), if pieces that failed by 1 day passed



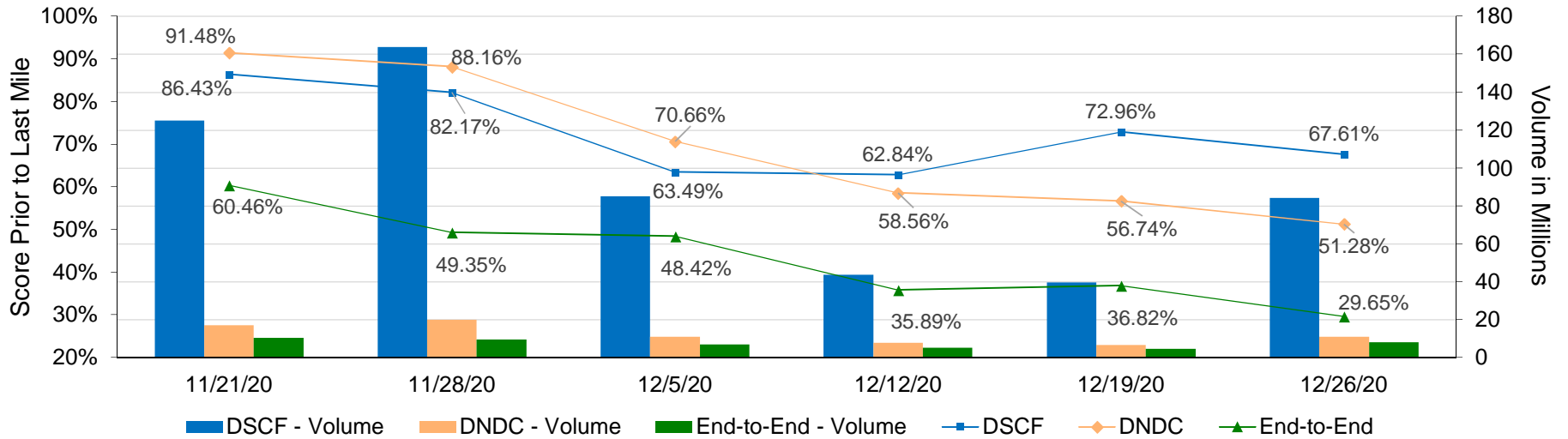
Note: Preliminary FY21 Q1 results through December 31, 2020. FY21 data sourced from Internal SPM.



# Last Mile Impact Trend – First-Class Presort Flats



# USPS Marketing Mail®(Flats) – Score Trend

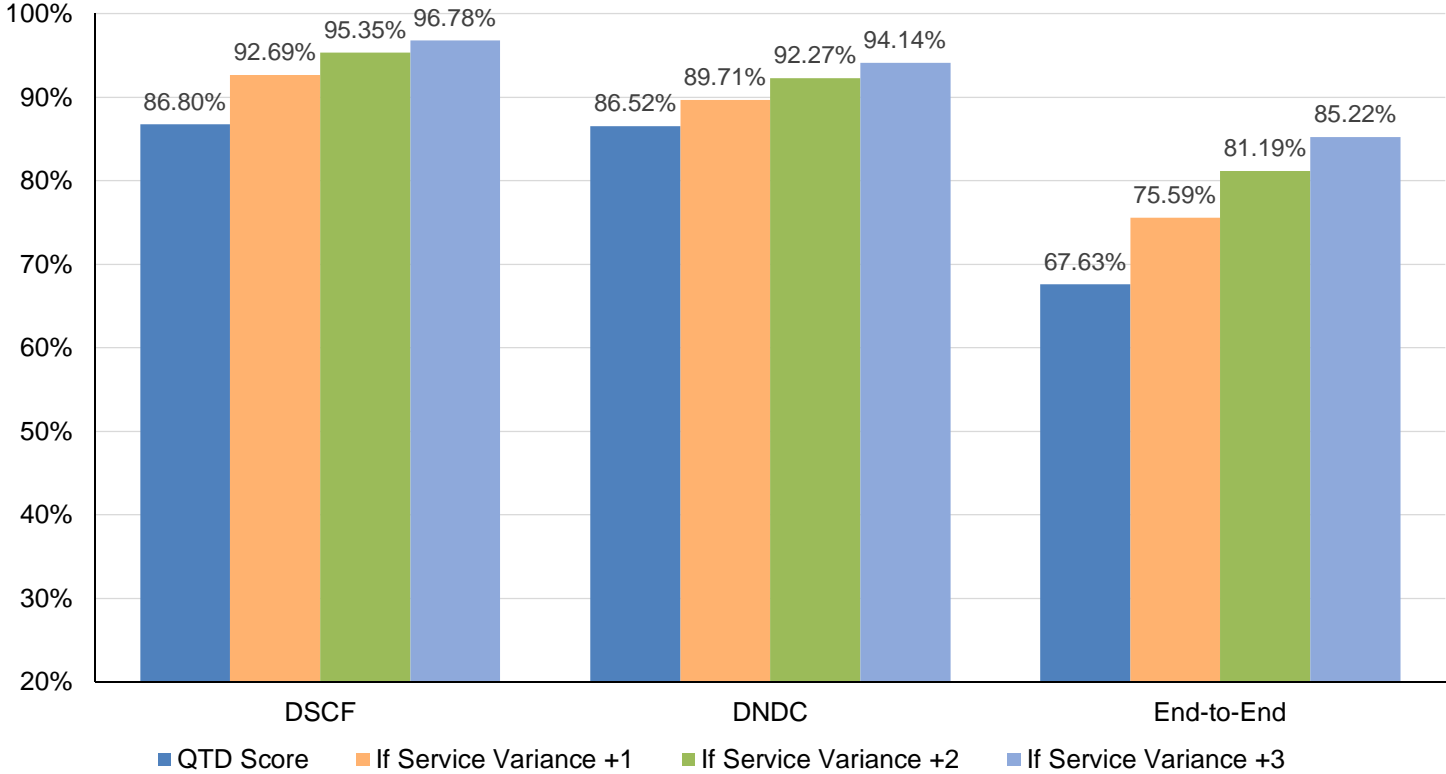


FY2021 Q1	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Flats	2,052,966,556	86.80%	-5.26%	81.54%	91.80%	2,002,259,984	2.53%	89.49%	-7.95%
NDC Flats	225,220,743	86.52%	-3.67%	82.85%	91.80%	321,159,608	-29.87%	90.26%	-7.40%
E2E Flats	198,342,940	67.63%	-3.38%	64.25%	91.80%	181,014,054	9.57%	59.27%	4.99%
3-Day	1,328,513,990	86.54%	-5.05%	81.49%	91.80%	1,121,172,547	18.49%	89.90%	-8.41%
4-Day	798,625,772	87.16%	-5.50%	81.67%	91.80%	912,479,087	-12.48%	88.56%	-6.89%
5-Day	249,937,351	85.38%	-3.61%	81.76%	91.80%	341,475,116	-26.81%	89.07%	-7.31%
6-10 Day	92,711,720	50.15%	-2.67%	47.47%	91.80%	120,052,320	-22.77%	51.66%	-4.19%
11+ Day	6,741,406	78.58%	-6.05%	72.53%	91.80%	9,254,576	-27.16%	72.81%	-0.28%
<b>Total</b>	<b>2,476,530,239</b>			<b>80.27%</b>	<b>91.80%</b>	<b>2,504,433,646</b>	<b>-1.11%</b>	<b>87.40%</b>	<b>-7.13%</b>

Note: Preliminary FY21 Q1 results through December 31, 2020. FY21 data sourced from Internal SPM.

# USPS Marketing Mail®(Flats) – Service Variance

FY2021 Q1 DSCF and DNDC Marketing Flats scores would be above 89.71% (prior to last mile), if pieces that failed by 1 day passed

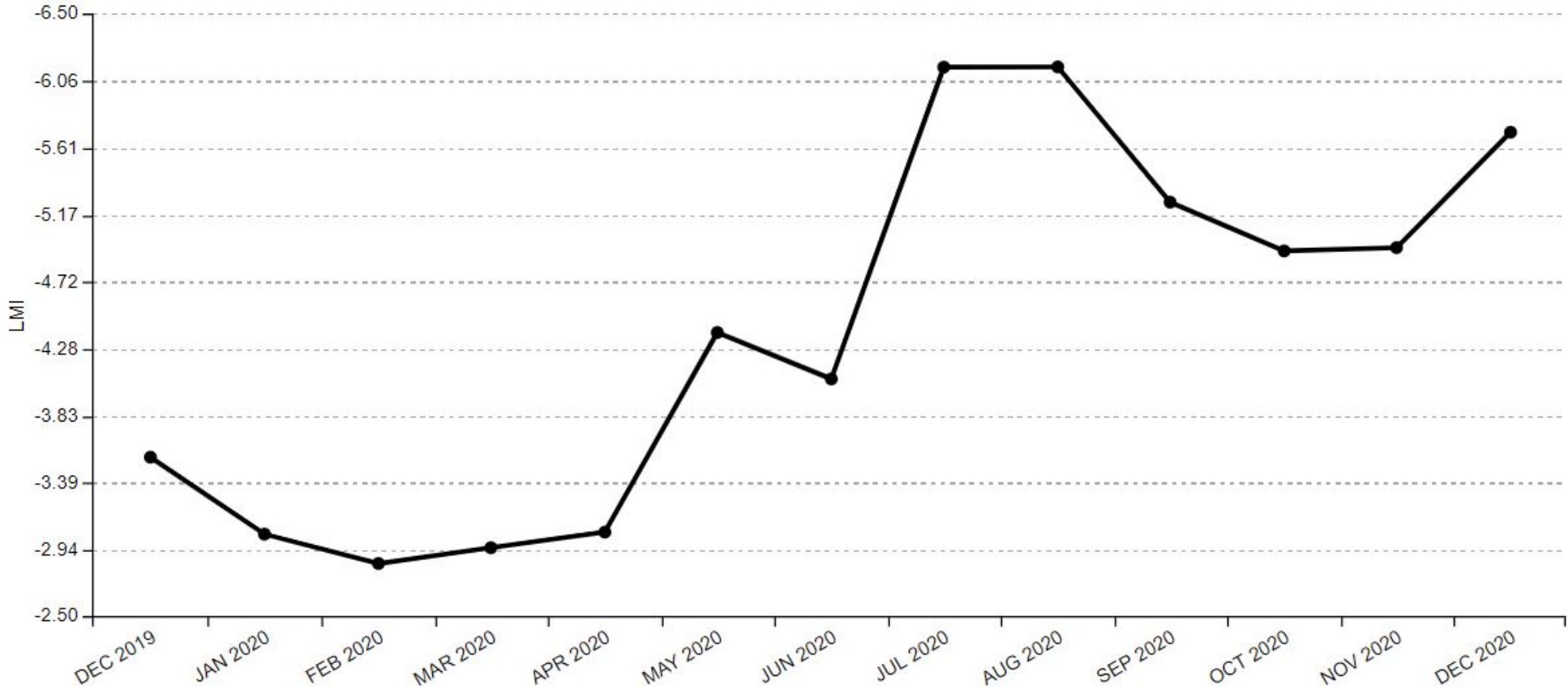


Note: Preliminary FY21 Q1 results through December 31, 2020. FY21 data sourced from Internal SPM.

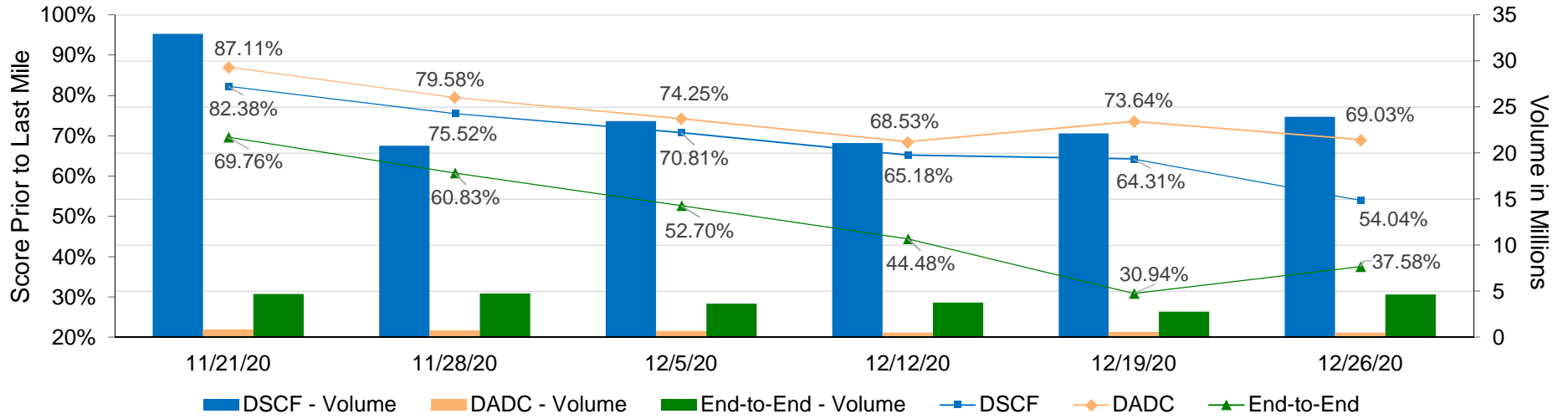




# Last Mile Impact Trend – USPS Marketing Mail Flats



# Periodicals – Score Trend

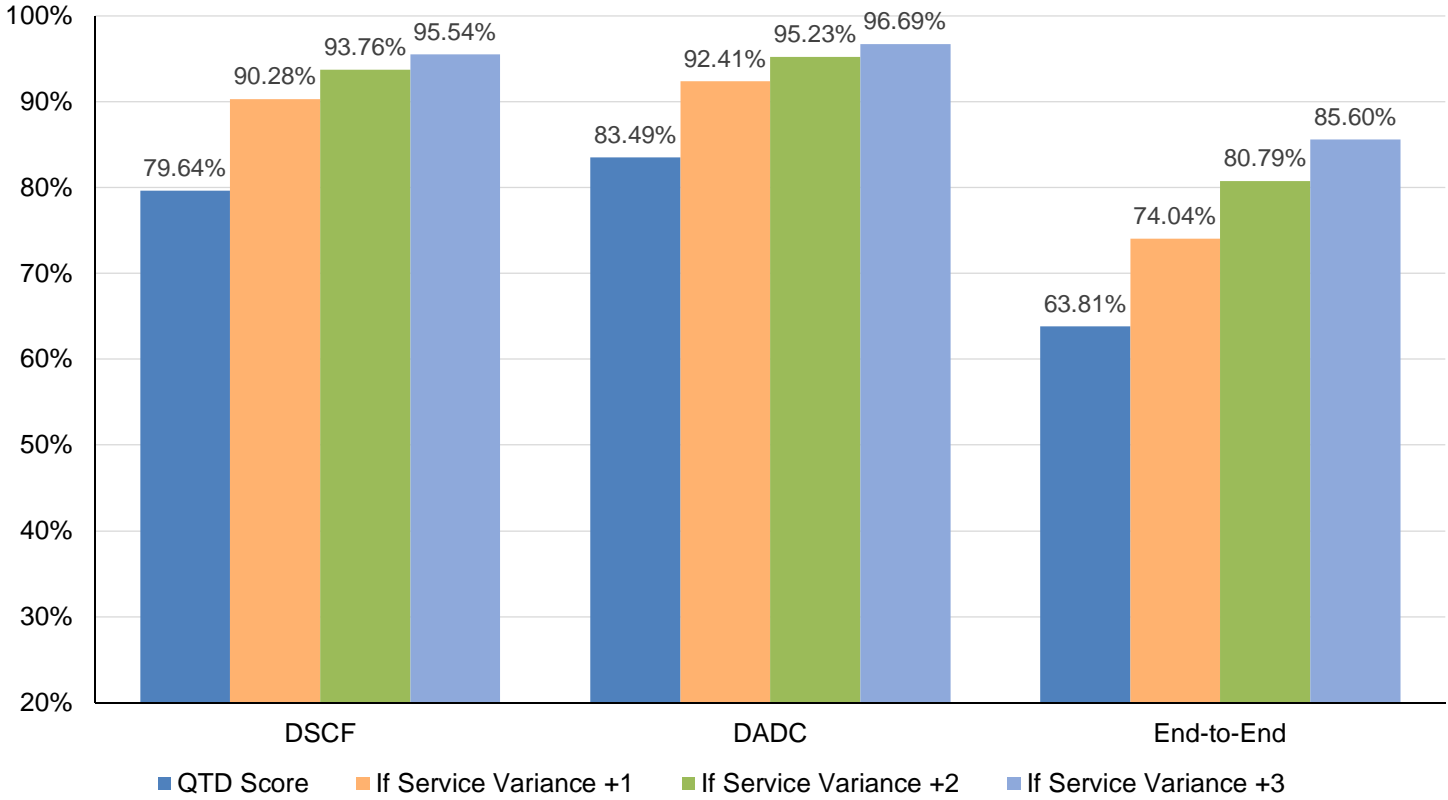


FY2021 Q1	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Flats	392,173,480	79.64%	-6.78%	72.87%	91.80%	440,392,813	-10.95%	87.46%	-14.60%
ADC Flats	10,981,938	83.49%	-5.71%	77.78%	91.80%	10,679,148	2.84%	88.14%	-10.36%
E2E Flats	78,222,702	63.81%	-3.38%	60.42%	91.80%	116,334,594	-32.76%	76.47%	-16.05%
2-Day	18,695,265	83.34%	-5.90%	77.43%	91.80%	17,791,488	5.08%	89.36%	-11.93%
3-Day	48,388,963	78.90%	-4.23%	74.66%	91.80%	65,491,239	-26.11%	88.60%	-13.93%
4-Day	57,860,632	65.18%	-3.96%	61.23%	91.80%	73,274,537	-21.04%	80.88%	-19.65%
5-Day	3,351,404	78.42%	-3.41%	75.01%	91.80%	4,778,777	-29.87%	85.99%	-10.98%
6+ Day	15,368,416	61.48%	-2.69%	58.79%	91.80%	26,136,127	-41.20%	61.31%	-2.51%
<b>Total</b>	<b>481,378,120</b>			<b>70.96%</b>	<b>91.80%</b>	<b>567,406,555</b>	<b>-15.16%</b>	<b>85.22%</b>	<b>-14.27%</b>

Note: Preliminary FY21 Q1 results through December 31, 2020. FY21 data sourced from Internal SPM.

# Periodicals – Service Variance

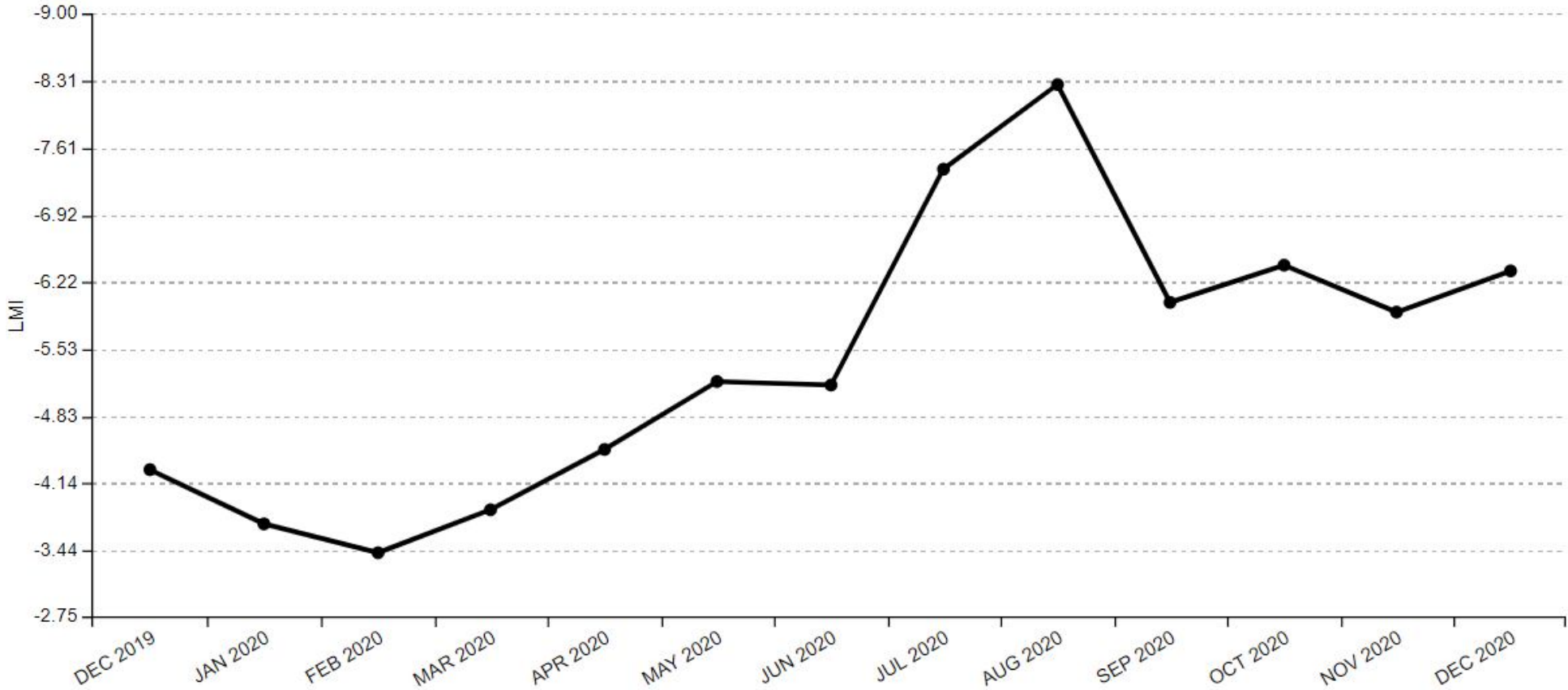
FY2021 Q1 DSCF and DADC Periodicals scores would be above 90.28% (prior to last mile), if pieces that failed by 1 day passed



Note: Preliminary FY21 Q1 results through December 31, 2020. FY21 data sourced from Internal SPM.



# Last Mile Impact Trend – Periodical Flats



# FY 2021Q1 Through November Commercial Mail Volume – Mail In Measurement

In FY2021 Q1, ~77% of Full-Service mail was in Measurement

Mail Class	Mail Shape	Commercial	Full-Service Eligible	Full-Service	In Measurement	% of Full-Service In Measurement	Compared to SPLY
First-Class Presort	Letter/Card	5,942,480,201	5,737,622,344	5,513,982,926	4,123,443,653	74.78%	-1.46% ↓
First-Class Presort	Flat	119,930,319	108,322,008	97,979,816	64,283,866	65.61%	-3.94% ↓
USPS Marketing	Letter	9,780,936,841	9,581,775,501	9,203,071,110	7,646,255,348	83.08%	+0.54% ↑
USPS Marketing	Flat	3,973,913,726	3,347,392,843	3,111,135,217	2,101,568,940	67.55%	-9.64% ↓
Periodicals	Flat	612,398,269	592,564,740	558,076,615	375,319,387	67.25%	+0.10% ↑
<b>Total</b>		<b>20,429,659,356</b>	<b>18,754,388,468</b>	<b>18,484,245,684</b>	<b>14,310,871,194</b>	<b>77.42%</b>	<b>-1.95% ↓</b>

Metrics are for Mailing Dates 10/01/2020 – 11/30/2020  
Commercial and Full-Service Eligible Volumes sourced from PostalOne!

# Letters

**Industry Leads:  
Dave Marinelli, Kurt Ruppel**

## Proposed Topics for Letters

Industry requests an update on late deliveries and when we can expect the backlog to be cleared. In addition, we would like an update on why mail/Priority Mail was not handled FIFO. Industry requests a weekly breakdown by P&DC by P&DC % processing and by class of mail. How much mail is sitting in trailers. How many days is Postal behind?

When does Postal expect Peak season to end, how long do they expect plant issues will continue?

Industry would like to have a robust discussion of Peak Season. There are serious concerns regarding the mail delays, impact to service performance, etc.

Industry requests more timely, granular reporting of service disruptions (facilities or delivery) so we can respond by adjusting timing and location of mail entry to help USPS accommodate to issues like COVID-related staffing shortages.

Industry request a discussion regarding who to contact should similar peak issues occur again and how to get responses to questions raised by mailers. Multiple mailers report having escalated up through HQ but never received responses beyond "we are aware" or "we are working on it."

## Proposed Topics for Letters

Address Quality Cycle O (CASS and NCOALink): An update is requested on Address Quality Cycle-O (results from the industry feedback and efforts of Task Team 29). Industry also requests that the discussion be broad in nature including Postal representatives from the other tracks in order to ensure we discuss the changes holistically.

MTAC UG 5 sub group on UAA for Good-As-Addressed Mail & Parcels - Industry is requesting a refreshed look at this issue which would include Operations, Delivery and Analytics.

Industry requests a follow up discussion regarding Secured Destruction discrepancies. This includes times during the day where no scans are available.

Industry requests an update on transition to new area structure:

- Can a roster be shared of high-level staff on who is aligned with each area and the role they play.
- Can USPS distribute a list of which districts are in which areas?

Industry requests an update on Org changes and open positions

Industry requests an update on the new Strategic Plan. Will industry have input prior to publication, if so when and when does Postal anticipate releasing the plan?



## Utilize Mobile Delivery Device (MDD)

to capture PS Form 3575Z Data

Moved, Left No Address (MLNA) and Box Closed, No Order (BCNO)

### Benefits:

- Improves processing efficiencies
- Improves address data quality by 93%

### Phase 1:

- ✓ Modify the MDD to capture MLNA data
- ✓ **11/2020:** Beta test started at 2 offices
- **2/2021:** Deploy to 1K Pilot Routes
- **6/2021:** National deployment

### Phase 2:

- **6/2021:** Modify MDD to capture of BCNO data

United States Postal Service®

### Employee Generated Change of Address (Internal Use Only)

Please PRINT items 1 - 7 in blue or black ink. Your initials must be entered in item 5.

1. Change of Address for:  Individual  Entire Family  Business

3a. Enter LAST or Business Name

3b. Enter FIRST Name & Middle Initial

PRINT OLD mailing address below (Number and Street Name - Include ST, AVE, etc.)

4a. OLD Mailing Address

4b. OLD Apt. or Suite No.

4c. For Puerto Rico Only: Print urbanization

4d. OLD City Name

MLNA (Moved, Left No Address)

Box Closed (No Order)



5. Employee Initials

6. Date

7. Route ID Number

PS Form 3575-Z, March 2010

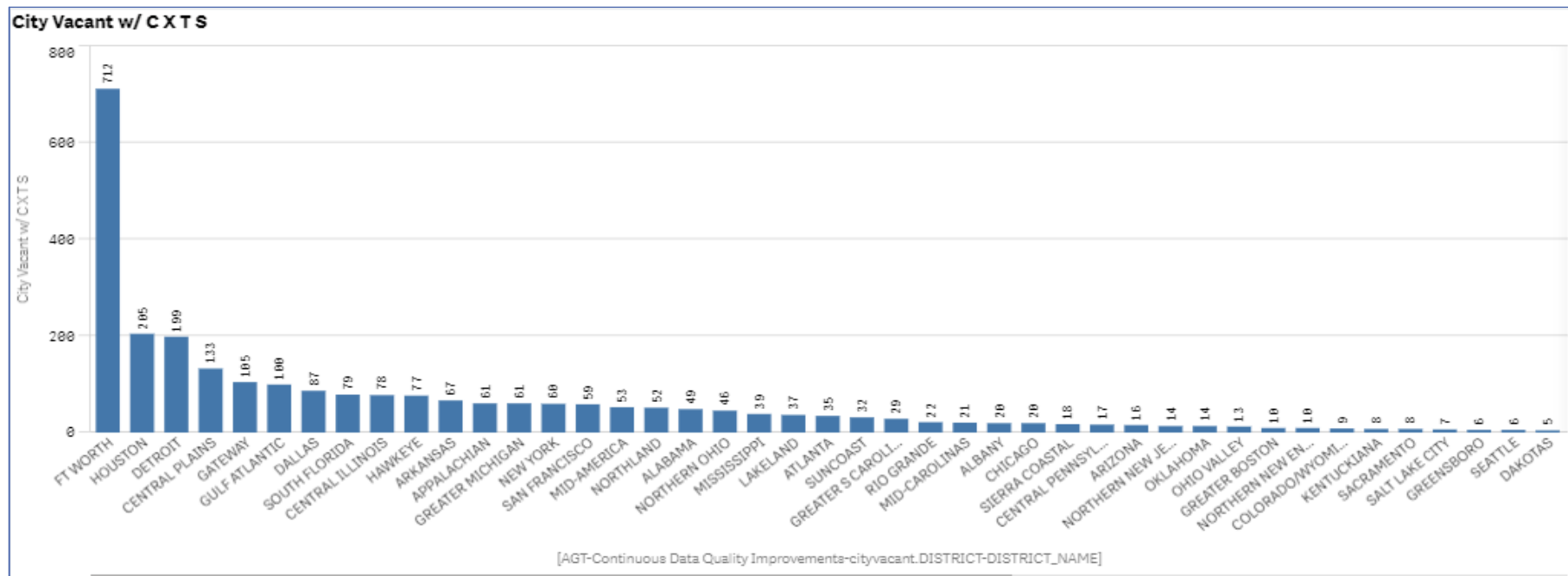
## Coding Accuracy Support System (CASS) Cycle 'O'

CASS™ Cycle O	
<b>PRESENTATIONS</b> 10/02/2020	CASS™ Cycle O Partnership In Tomorrow Final Rules - September 2020
<b>FACT SHEETS</b> 10/02/2020	CASS™ Cycle O - Executive Summary
<b>ANNOUNCEMENTS</b> 06/01/2020	CASS™ Cycle O Implementation Rescheduled to August 2022 (June 1, 2020)

- ✓ MTAC Task Team #29 Recommendations & USPS Responses finalized in July 2020
- ✓ CASS Cycle O Final Rules Released August 14, 2020
  - ✓ PowerPoint version of rules and an Executive Summary available at <https://postalpro.usps.com/certifications/cass>
- February 26, 2020: CASS Cycle O Technical Guide (with updated file layouts) released
- **Next Deadline:**
  - March 26, 2021 - Static Data & TotalDPS Stage 1 File

## Continuous Data Quality Improvement Addresses on City Routes with Improper Attribute Coding

Addresses on city routes miscoded as CDS (C), No-Stat (X), Throwback (T) or Seasonal (S). These errors impact our Delivery Statistics product. Effort began June 30<sup>th</sup> with 261,736 errors. 258,992 corrected to date = 98.95% resolution.



# Field Operations Reporting Matrix

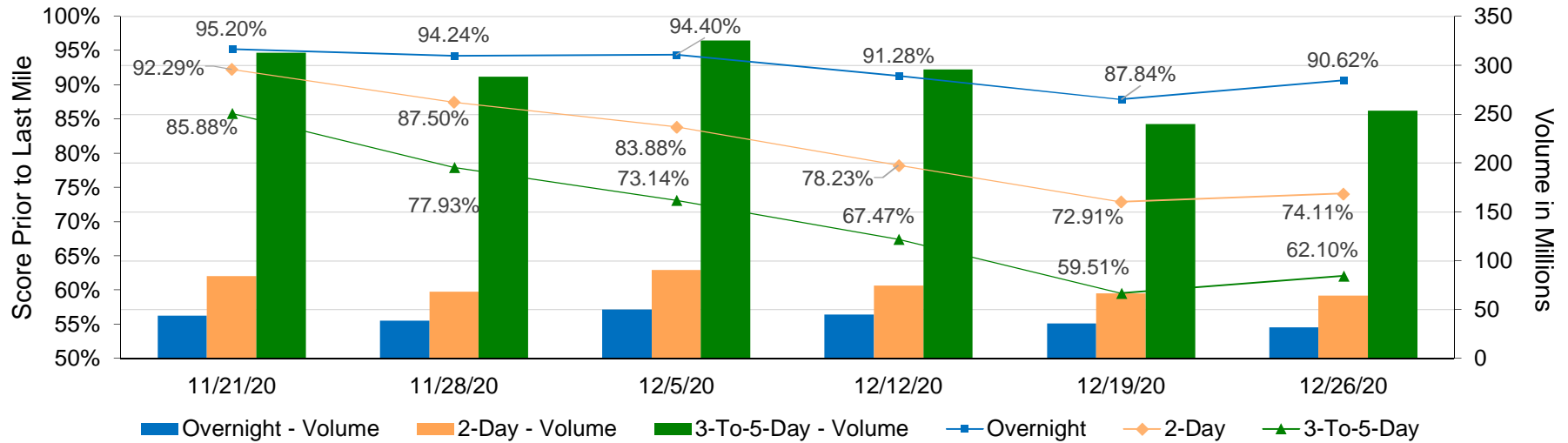
From Area	To Area	Code	District	Processing Division	From Area	To Area	Code	District	Processing Division
Northeast	Atlantic	120	ALBANY	New England	Southern	Southern	350	ALABAMA	Mid-South
Eastern	Atlantic	250	APPALACHIAN	Mid-Atlantic	Southern	Southern	720	ARKANSAS	Mid-South
Capital Metro	Atlantic	210	BALTIMORE	Chesapeake	Capital Metro	Southern	300	ATLANTA	Coastal Southeast
Capital Metro	Atlantic	200	CAPITAL	Chesapeake	Northeast	Southern	6	CARIBBEAN	Coastal Southeast
Eastern	Atlantic	170	CENTRAL PENNSYLVANIA	Chesapeake	Southern	Southern	752	DALLAS	Southwest
Northeast	Atlantic	60	CONNECTICUT VALLEY	New England	Southern	Southern	760	FORT WORTH	Southwest
Northeast	Atlantic	20	GREATER BOSTON	New England	Capital Metro	Southern	290	GREATER SOUTH CAROLINA	Mid-Atlantic
Northeast	Atlantic	117	LONG ISLAND	New York Metro	Capital Metro	Southern	270	GREENSBORO	Mid-Atlantic
Northeast	Atlantic	100	NEW YORK	New York Metro	Southern	Southern	320	GULF ATLANTIC	Coastal Southeast
Northeast	Atlantic	40	NORTHERN NEW ENGLAND	New England	Southern	Southern	770	HOUSTON	Southwest
Northeast	Atlantic	70	NORTHERN NJ	New York Metro	Southern	Southern	700	LOUISIANA	Mid-South
Capital Metro	Atlantic	220	NORTHERN VIRGINIA	Chesapeake	Capital Metro	Southern	280	MID-CAROLINAS	Mid-Atlantic
Eastern	Atlantic	190	PHILADELPHIA METROPOLITAN	Chesapeake	Southern	Southern	390	MISSISSIPPI	Mid-South
Capital Metro	Atlantic	230	RICHMOND	Mid-Atlantic	Southern	Southern	730	OKLAHOMA	Southwest
Eastern	Atlantic	80	SOUTH JERSEY	Chesapeake	Southern	Southern	780	RIO GRANDE	Southwest
Northeast	Atlantic	110	TRIBORO	New York Metro	Southern	Southern	330	SOUTH FLORIDA	Coastal Southeast
Northeast	Atlantic	105	WESTCHESTER	New England	Southern	Southern	335	SUNCOAST	Coastal Southeast
Eastern	Atlantic	140	WESTERN NEW YORK	New England	Eastern	Southern	370	TENNESSEE	Mid-Atlantic
Eastern	Atlantic	150	WESTERN PENNSYLVANIA	Lakeshores	Western	Western-Pacific	995	ALASKA	Pacific Northwest
Great Lakes	Central	604	CENTRAL ILLINOIS	Westshore	Western	Western-Pacific	852	ARIZONA	Southwest
Great Lakes	Central	606	CHICAGO	Westshore	Pacific	Western-Pacific	945	BAY-VALLEY	Pacific Northwest
Great Lakes	Central	481	DETROIT	Lakeshores	Western	Western-Pacific	680	CENTRAL PLAINS	Midwest
Great Lakes	Central	630	GATEWAY	Mid-South	Western	Western-Pacific	800	COLORADO/WYOMING	Midwest
Great Lakes	Central	460	GREATER INDIANA	Lakeshores	Western	Western-Pacific	570	DAKOTAS	Midwest
Great Lakes	Central	493	GREATER MICHIGAN	Lakeshores	Pacific	Western-Pacific	967	HONOLULU	Southern California
Western	Central	500	HAWKEYE	Mid-South	Pacific	Western-Pacific	900	LOS ANGELES	Southern California
Eastern	Central	400	KENTUCKIANA	Mid-Atlantic	Western	Western-Pacific	890	NEVADA-SIERRA	Midwest
Great Lakes	Central	530	LAKELAND	Westshore	Western	Western-Pacific	970	PORTLAND	Pacific Northwest
Western	Central	640	MID-AMERICA	Mid-South	Pacific	Western-Pacific	956	SACRAMENTO	Pacific Northwest
Eastern	Central	440	NORTHERN OHIO	Lakeshores	Western	Western-Pacific	840	SALT LAKE CITY	Midwest
Western	Central	553	NORTHLAND	Midwest	Pacific	Western-Pacific	920	SAN DIEGO	Southern California
Eastern	Central	450	OHIO VALLEY	Lakeshores	Pacific	Western-Pacific	940	SAN FRANCISCO	Pacific Northwest
					Pacific	Western-Pacific	926	SANTA ANA	Southern California
					Western	Western-Pacific	980	SEATTLE	Pacific Northwest
					Pacific	Western-Pacific	913	SIERRA COASTAL	Southern California

Area

Logistics & Processing Division



# First-Class Mail® (Letters) – Score Trend



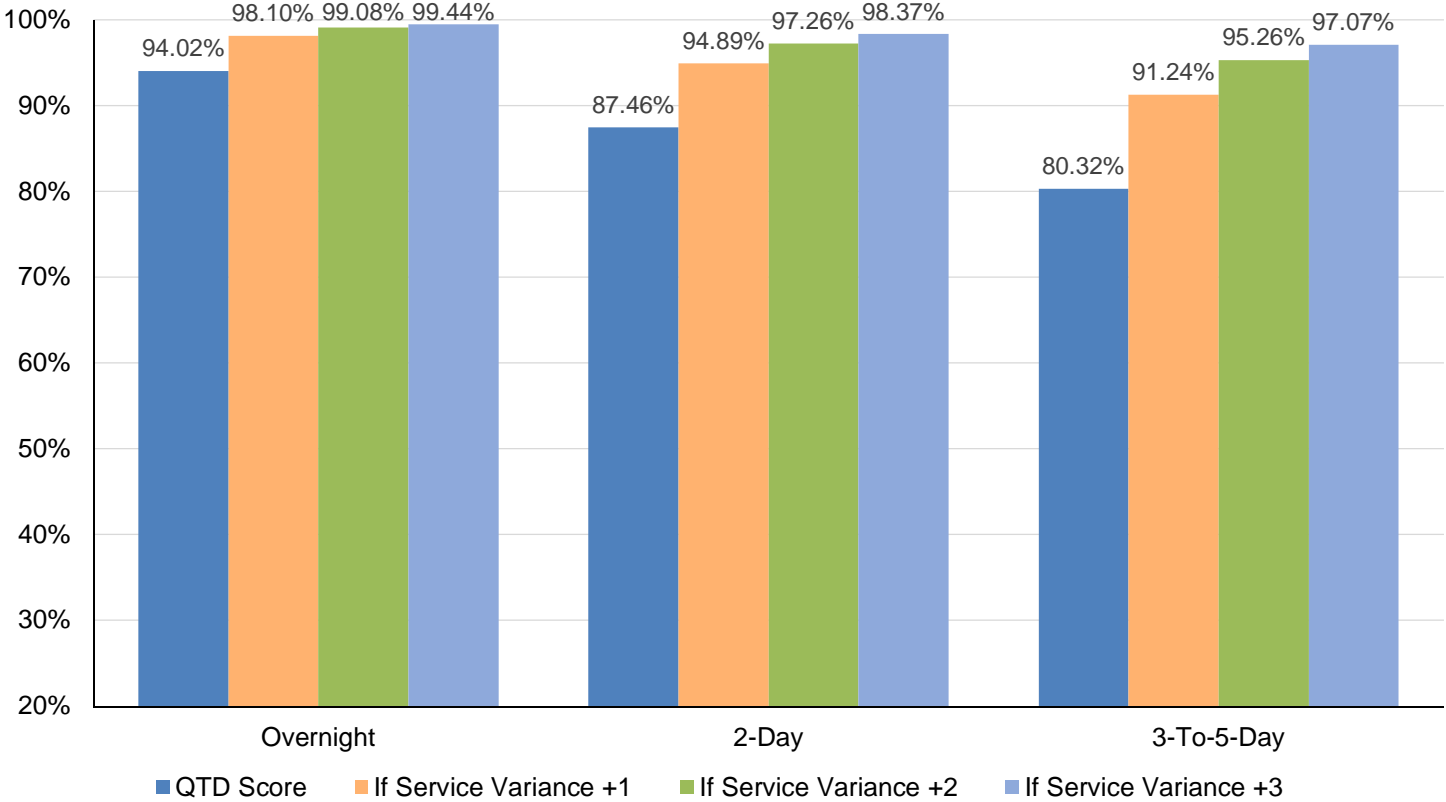
FY2021 Q1	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
Presort Overnight	599,221,015	94.02%	-2.40%	91.62%	96.80%	605,839,461	-1.09%	94.64%	-3.02%
Presort 2-Day	1,113,220,729	87.46%	-2.41%	85.05%	96.50%	1,157,488,162	-3.82%	93.74%	-8.69%
Presort 3-to-5-Day	4,138,847,932	80.32%	-1.97%	78.35%	95.25%	4,147,172,758	-0.20%	91.48%	-13.13%
3-Day	4,116,842,155	80.29%	-1.97%	78.31%	91.80%	4,125,052,190	-0.20%	91.46%	-13.15%
4-Day	20,966,796	87.90%	-1.67%	86.23%	91.80%	21,173,673	-0.98%	94.61%	-8.38%
5-Day	1,038,981	48.74%	-3.22%	45.52%	91.80%	946,895	9.73%	82.33%	-36.81%
<b>Presort Total</b>	<b>5,851,289,676</b>			<b>80.98%</b>	<b>96.00%</b>	<b>5,910,500,381</b>	<b>-1.00%</b>	<b>92.24%</b>	<b>-11.26%</b>

Note: Preliminary FY21 Q1 results through December 31, 2020. FY21 data sourced from Internal SPM.



# First-Class Mail® (Letters) – Service Variance

All FY2021 Q1 FCM Letters scores would be above 91.24% (prior to last mile), if pieces that failed by 1 day passed

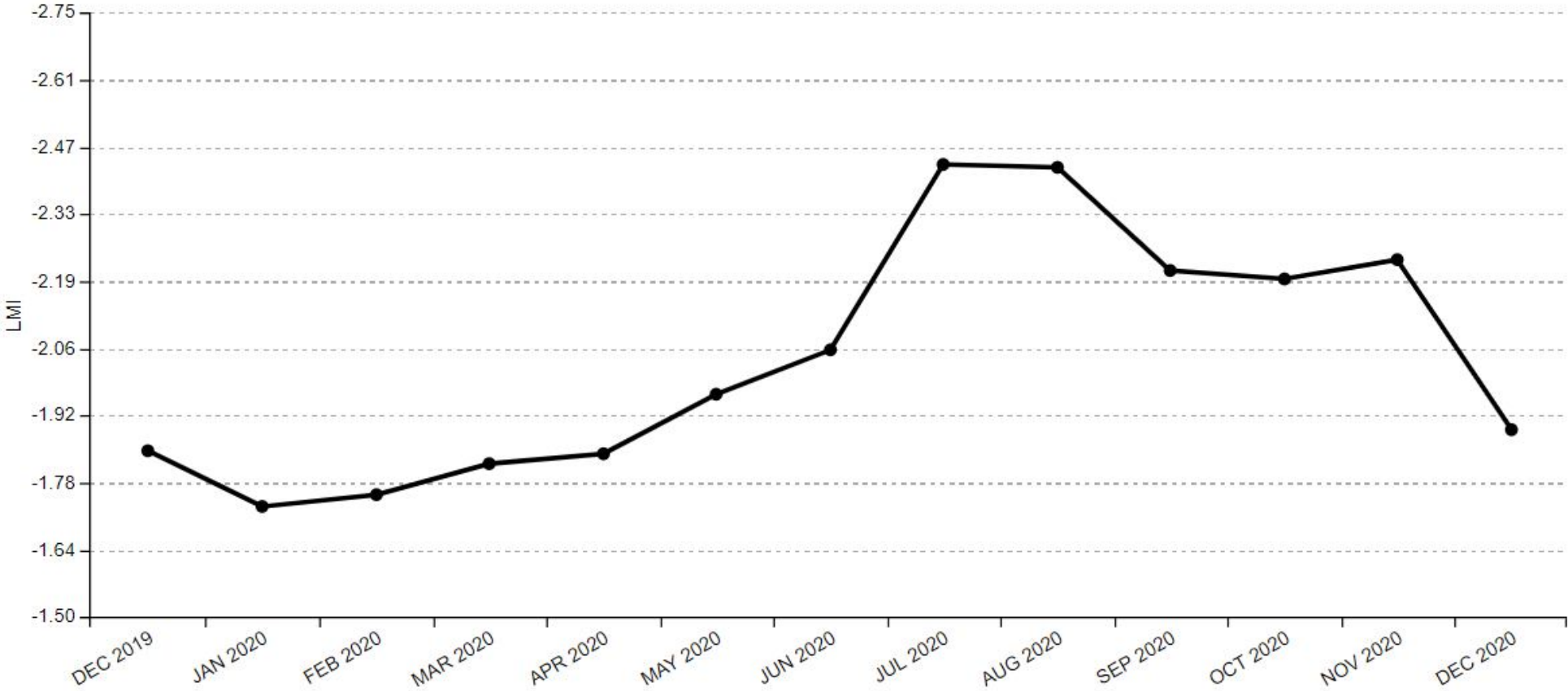


Note: Preliminary FY21 Q1 results through December 31, 2020. FY21 data sourced from Internal SPM.

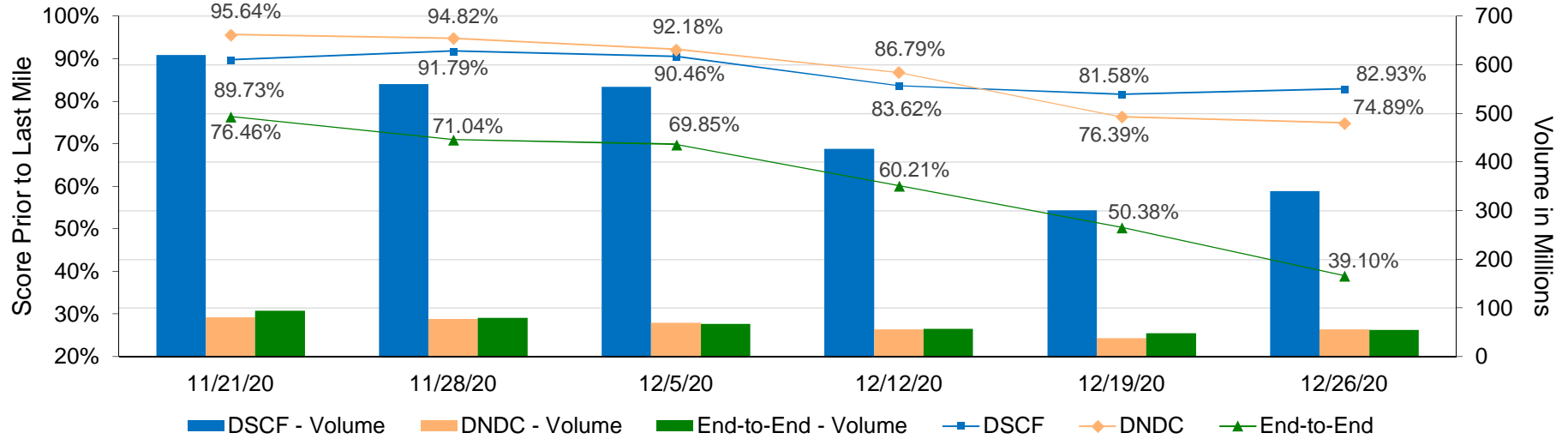




# Last Mile Impact Trend – First-Class Presort Letters



# USPS Marketing Mail® (Letters) – Score Trend



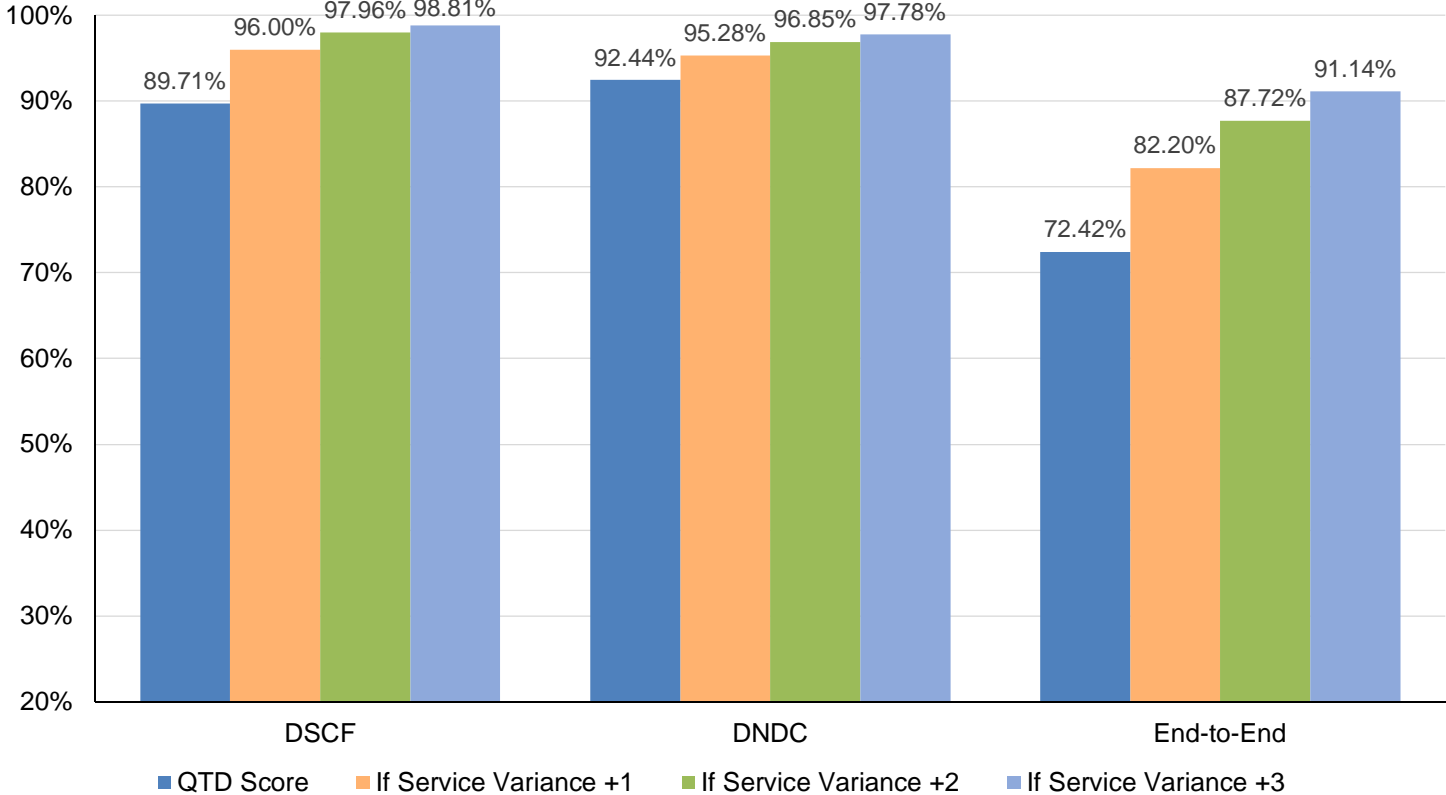
FY2021 Q1	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Letters	7,773,771,390	89.71%	-1.52%	88.18%	91.80%	8,351,337,864	-6.92%	93.52%	-5.34%
NDC Letters	1,016,952,141	92.44%	-0.87%	91.57%	91.80%	1,280,901,877	-20.61%	92.97%	-1.41%
E2E Letters	1,191,990,914	72.42%	-0.98%	71.44%	91.80%	1,280,995,752	-6.95%	68.76%	2.68%
3-Day	5,540,181,043	89.16%	-1.49%	87.67%	91.80%	5,731,290,371	-3.33%	93.17%	-5.50%
4-Day	2,526,194,592	90.46%	-1.56%	88.90%	91.80%	2,879,242,903	-12.26%	93.52%	-4.61%
5-Day	1,210,516,537	91.53%	-0.87%	90.66%	91.80%	1,460,580,764	-17.12%	91.90%	-1.24%
6-10 Day	675,247,175	62.25%	-0.91%	61.34%	91.80%	801,552,091	-15.76%	59.49%	1.84%
11+ Day	30,575,098	77.65%	-0.92%	76.73%	91.80%	40,569,364	-24.64%	74.76%	1.97%
<b>Total</b>	<b>9,982,714,445</b>			<b>86.53%</b>	<b>91.80%</b>	<b>10,913,235,493</b>	<b>-8.53%</b>	<b>90.55%</b>	<b>-4.02%</b>

Note: Preliminary FY21 Q1 results through December 31, 2020. FY21 data sourced from Internal SPM.



# USPS Marketing Mail®(Letters) – Service Variance

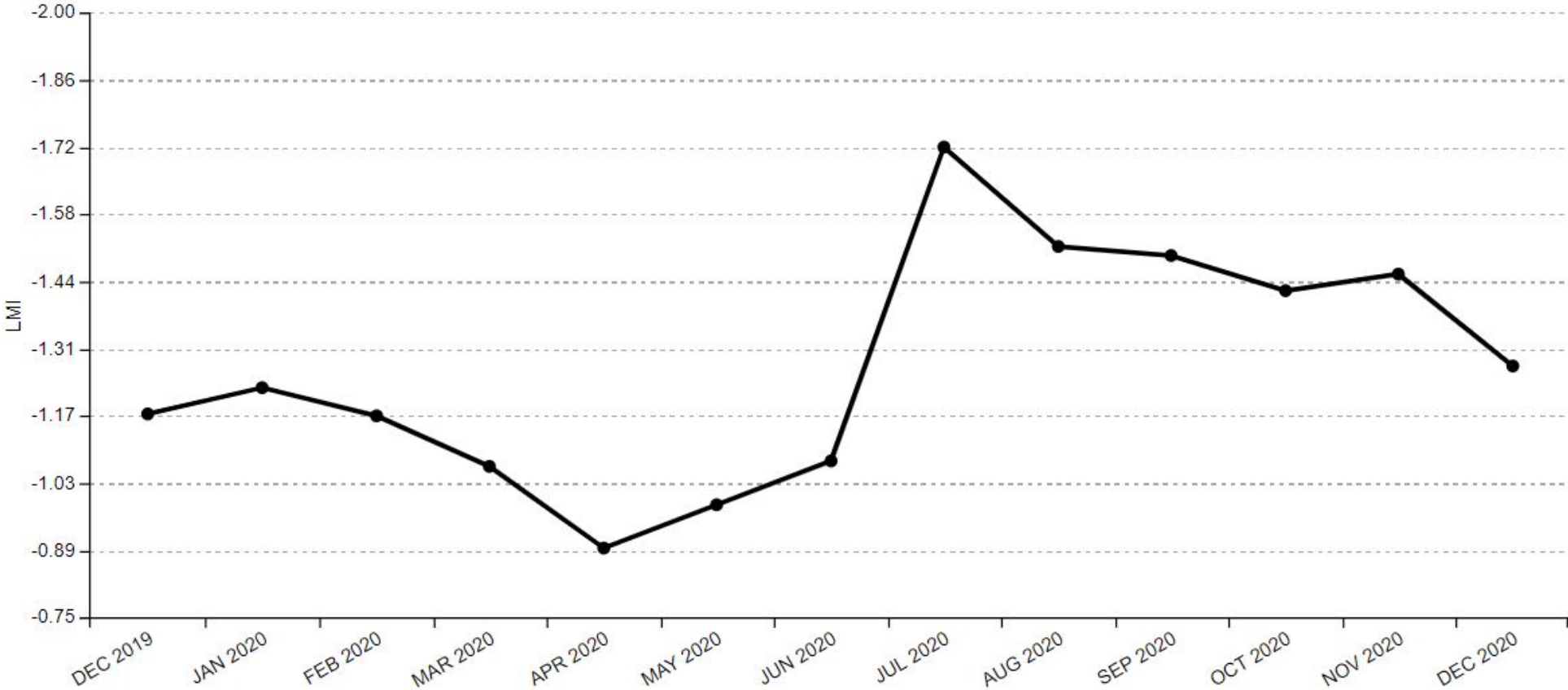
FY2021 Q1 DSCF and DNDC Marketing Letters scores would be above 95.28% (prior to last mile), if pieces that failed by 1 day passed



Note: Preliminary FY21 Q1 results through December 31, 2020. FY21 data sourced from Internal SPM.



# Last Mile Impact Trend – USPS Marketing Mail Letters



# FY 2021Q1 Through November Commercial Mail Volume – Mail In Measurement

In FY2021 Q1, ~77% of Full-Service mail was in Measurement

Mail Class	Mail Shape	Commercial	Full-Service Eligible	Full-Service	In Measurement	% of Full-Service In Measurement	Compared to SPLY
First-Class Presort	Letter/Card	5,942,480,201	5,737,622,344	5,513,982,926	4,123,443,653	74.78%	-1.46% ↓
First-Class Presort	Flat	119,930,319	108,322,008	97,979,816	64,283,866	65.61%	-3.94% ↓
USPS Marketing	Letter	9,780,936,841	9,581,775,501	9,203,071,110	7,646,255,348	83.08%	+0.54% ↑
USPS Marketing	Flat	3,973,913,726	3,347,392,843	3,111,135,217	2,101,568,940	67.55%	-9.64% ↓
Periodicals	Flat	612,398,269	592,564,740	558,076,615	375,319,387	67.25%	+0.10% ↑
<b>Total</b>		<b>20,429,659,356</b>	<b>18,754,388,468</b>	<b>18,484,245,684</b>	<b>14,310,871,194</b>	<b>77.42%</b>	<b>-1.95% ↓</b>

Metrics are for Mailing Dates 10/01/2020 – 11/30/2020  
Commercial and Full-Service Eligible Volumes sourced from PostalOne!