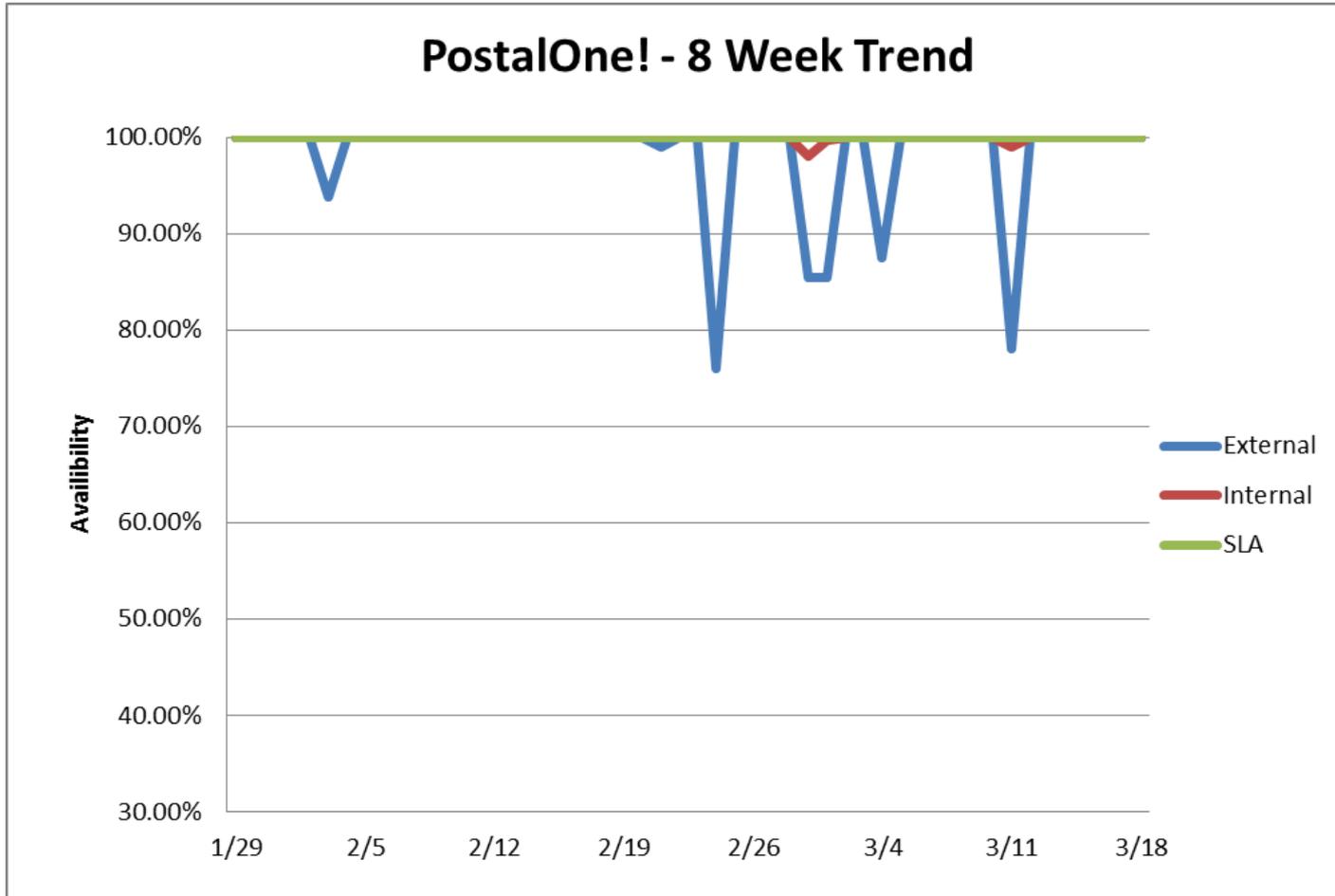


# **Full Service Performance Metrics**

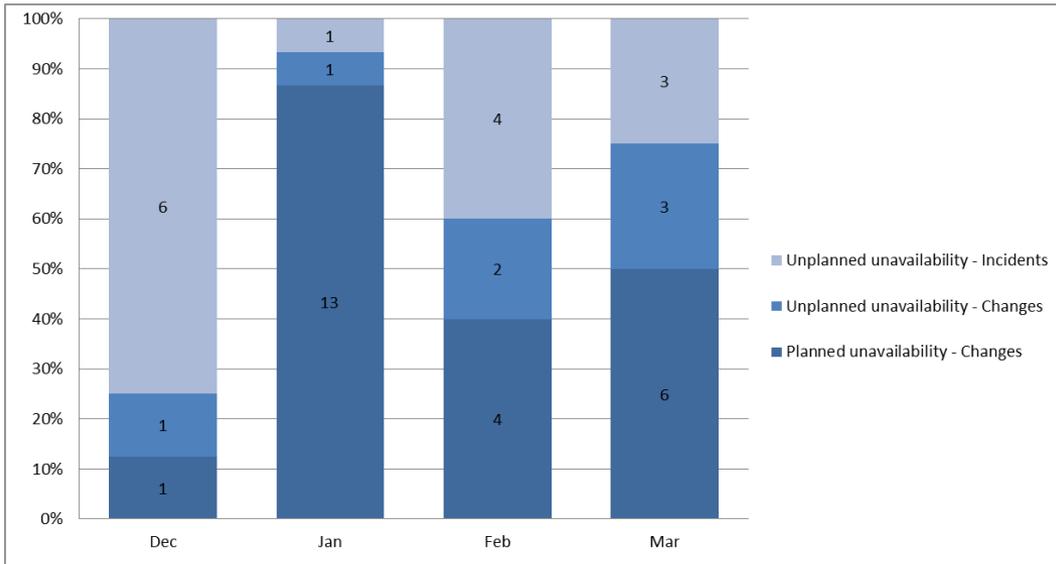
**03/23/2016**

- **System Availability Metrics**
  - 8 week trend
  - KPIs requested by the work group
- **Performance Metrics - Full Mailing Life Cycle**
  - eDoc processing
  - MicroStrategy Reports
  - Full Service Feedback timing
- **Appendix**
  - Detailed Performance Metrics

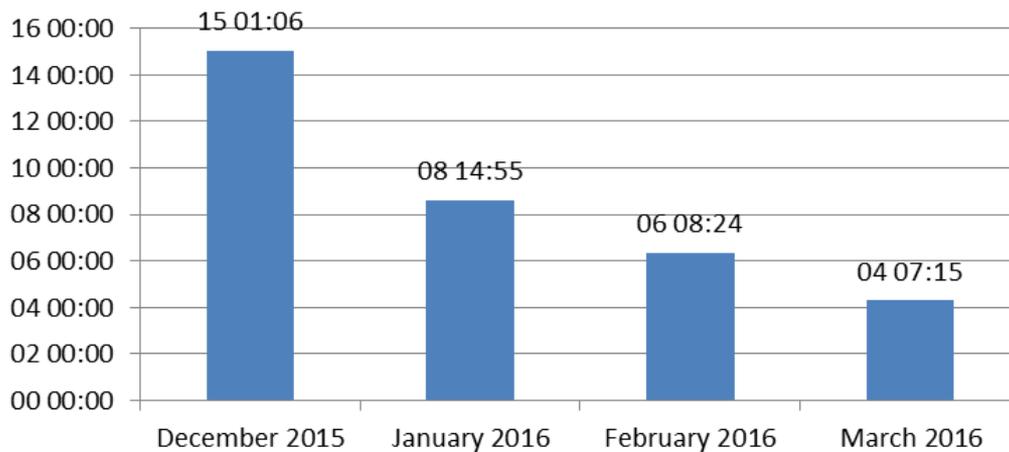
*Percentage of actual uptime relative to the total planned uptime.*



- USPSECP had an availability issue on Wednesday Feb 3rd from around 3:00 pm ct. until 3:30 pm ct. USPSECP issue cleared on its own. Service providers will be engaged to investigate the problem. Problem ticket PRB000000043584 was opened for root cause analysis.
- PostalOne reported 98.96% availability due to an outage on Sunday, 2/21/2016 from 4:34 AM through 6:33 AM due to Incident INC000001147324 An archive job which was blocking the mail.dat jobs had to be killed in order for these jobs to be completed. PostalOne experienced intermittent outages due to eReg server issues. Refer to INC 1144882.
- eREG Reported 87.50% Availability due to an outage from 2/24/2016 3:30 PM ET through 2/24/2016 6:15 PM ET. PostalOne impacted.
- Postal One reported 91.74% availability due outage on 2/29/2016 from 5:10 PM through 6:08 PM due to Postal One CI INC000001171227 PostalOne MDAT Queue in Alarm, Mail.dat job queue is back to normal after database services were migrated to previous configuration. Support team will continue to monitor the application. The outage also effected the following applications: FAST and CAPS.
- On 3/1, the Service Desk experienced extremely high call volume with Passwords, Workstations and Mobile being the top three offered calls. Passwords were driven by ACE users being locked out or unable to access the ACE environment due to the lack of profile (Password Recovery Settings) setup in eAccess. Workstations were driven by various issues including power, connectivity and performance. Mobile was driven by passcode resets and How-To issues. Critical for PostalOne 1174359
- TSI had an issue on Friday 3/04/2016 from around 8:00 pm until 10:12 pm that created an outage for several applications. Multiple Tmart\Webmetrics alerts and loss of external connectivity from USPS LAN. Impacted PostalOne.
- Postal One reported 88.53% availability on Friday 3/11/2016 due to an outage from 4:40 PM through 5:14 PM CI INC000001209397 was opened to correct oracle log file sync issues caused spike and web/app servers to go into alarm. The outage also effected the following application



## Mean-Time Between Failure



Year-Month 

### Outages / Availability:

- [% of outage due to changes \(planned unavailability\)](#) Percentage of outage (unavailability) due to implementation of planned changes, relative to the service hours.
- [% of unplanned outage/unavailability due to changes](#) Percentage of unplanned outage (unavailability) due to the implementation of changes into the infrastructure. Unplanned means that the outage (or part of the outage) was not planned before implementation of the change.
- [% of outage due to incidents \(unplanned unavailability\)](#) Percentage of outage (unavailability) due to incidents in the IT environment, relative to the service hours.
- [Mean-time between failure \(MTBF\)](#) The average time between critical incidents over a given period, i.e. the average time the application will function before failing.

### Mail.dat eDoc First Class Postage Statement Processing Time

Week ending 03/20/2016	Up to 100k Job Size	Up to 1M Job Size	1-5M Job Size	5-10M Job Size	10M+ Job Size
<b>SLA</b>	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours
<b>% of Jobs that met SLA</b>	99.99%	100.00%	100.00%	92.00%	50.00%
<b>Total Job Count</b>	30183	684	76	25	2
<b>Jobs Not Meeting SLA</b>	1	0	0	2	1
<b>PS Generation Average Time (HH:MM:SS)</b>	0:01:40	0:03:33	0:22:52	1:22:44	1:59:23
<b>PS Generation Min Time (HH:MM:SS)</b>	0:00:06	0:01:17	0:07:57	0:34:23	1:54:34
<b>PS Generation Max Time (HH:MM:SS)</b>	6:02:13	1:26:36	1:11:01	2:23:17	2:04:12

*Mail.dat End to End Processing Time includes file validation, upload to the server, queued time, and server processing. File validation is dependent on both mailer hardware/network and USPS performance, Upload time is dependent on the mailer's network.*

### Mail.dat eDoc Periodicals Postage Statement Processing Time

Week ending 03/20/2016	Up to 100k Job Size	Up to 1M Job Size	1-5M Job Size	5-10M Job Size	10M+ Job Size
<b>SLA</b>	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours
<b>% of Jobs that met SLA</b>	100.00%	100.00%	100.00%	-	-
<b>Total Job Count</b>	3540	101	9	0	0
<b>Jobs Not Meeting SLA</b>	0	0	0	0	0
<b>PS Generation Average Time (HH:MM:SS)</b>	0:02:23	0:06:54	0:11:26	0:00:00	0:00:00
<b>PS Generation Min Time (HH:MM:SS)</b>	0:00:39	0:01:16	0:06:07	0:00:00	0:00:00
<b>PS Generation Max Time (HH:MM:SS)</b>	0:49:35	1:05:18	0:48:43	0:00:00	0:00:00

*Mail.dat End to End Processing Time includes file validation, upload to the server, queued time, and server processing. File validation is dependent on both mailer hardware/network and USPS performance, Upload time is dependent on the mailer's network.*

### Mail.dat eDoc Standard Mail Postage Statement Processing Time

Week ending 03/20/2016	Up to 100k Job Size	Up to 1M Job Size	1-5M Job Size	5-10M Job Size	10M+ Job Size
<b>SLA</b>	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours
<b>% of Jobs that met SLA</b>	100.00%	100.00%	100.00%	100.00%	50.00%
<b>Total Job Count</b>	31433	946	179	21	2
<b>Jobs Not Meeting SLA</b>	0	0	0	0	1
<b>PS Generation Average Time (HH:MM:SS)</b>	0:02:07	0:05:13	0:21:21	0:51:38	2:07:05
<b>PS Generation Min Time (HH:MM:SS)</b>	0:00:01	0:01:05	0:03:54	0:18:33	1:58:58
<b>PS Generation Max Time (HH:MM:SS)</b>	1:12:10	1:52:52	1:05:16	1:38:16	2:15:12

*Mail.dat End to End Processing Time includes file validation, upload to the server, queued time, and server processing. File validation is dependent on both mailer hardware/network and USPS performance, Upload time is dependent on the mailer's network.*

### Mail.dat eDoc Package Services Postage Statement Processing Time

Week ending 03/20/2016	Up to 100k Job Size	Up to 1M Job Size	1-5M Job Size	5-10M Job Size	10M+ Job Size
<b>SLA</b>	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours
<b>% of Jobs that met SLA</b>	100.00%	100.00%	100.00%	-	-
<b>Total Job Count</b>	792	22	2	0	0
<b>Jobs Not Meeting SLA</b>	0	0	0	0	0
<b>PS Generation Average Time (HH:MM:SS)</b>	0:02:07	0:19:00	0:20:35	0:00:00	0:00:00
<b>PS Generation Min Time (HH:MM:SS)</b>	0:00:37	0:01:24	0:08:33	0:00:00	0:00:00
<b>PS Generation Max Time (HH:MM:SS)</b>	0:49:36	1:03:00	0:32:38	0:00:00	0:00:00

*Mail.dat End to End Processing Time includes file validation, upload to the server, queued time, and server processing. File validation is dependent on both mailer hardware/network and USPS performance, Upload time is dependent on the mailer's network.*

### Mail.dat eDoc Mixed Class Postage Statement Processing Time

Week ending 03/20/2016	Up to 100k Job Size	Up to 1M Job Size	1-5M Job Size	5-10M Job Size	10M+ Job Size
<b>SLA</b>	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours	Under 2 hours
<b>% of Jobs that met SLA</b>	100.00%	100.00%	100.00%	100.00%	100.00%
<b>Total Job Count</b>	2633	266	60	5	3
<b>Jobs Not Meeting SLA</b>	0	0	0	0	0
<b>PS Generation Average Time (HH:MM:SS)</b>	0:01:33	0:05:14	0:19:04	1:09:17	1:01:35
<b>PS Generation Min Time (HH:MM:SS)</b>	0:00:38	0:01:07	0:05:08	0:34:28	0:49:40
<b>PS Generation Max Time (HH:MM:SS)</b>	0:26:27	0:57:13	1:09:52	1:59:44	1:22:39

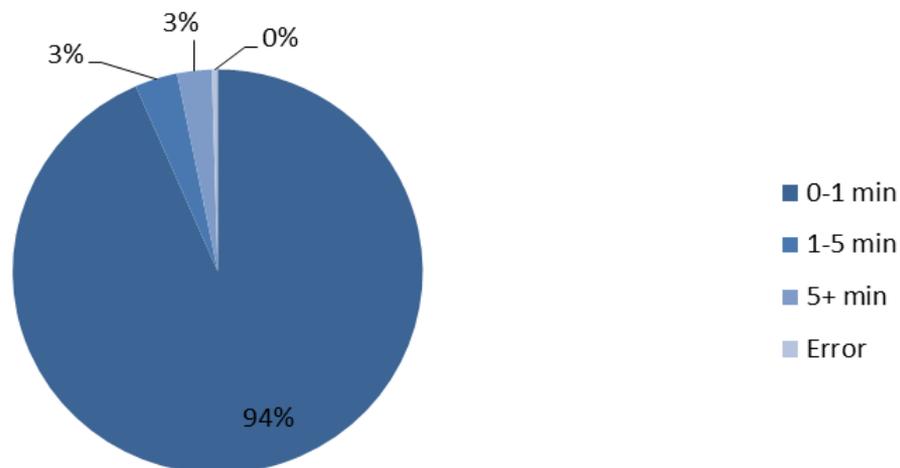
*Mail.dat End to End Processing Time* includes file validation, upload to the server, queued time, and server processing. File validation is dependent on both mailer hardware/network and USPS performance, Upload time is dependent on the mailer's network.

### Mail.xml eDoc End-to-End Processing Time

Week ending 03/20/2016	Qualification Report Summary	Qualification Report Detail	Mail Piece	Postage Statement	Periodical Statement
<b>SLA</b>	Under 30 seconds	Under 4 minutes	Under 2 minutes	Under 3 minutes	Under 1 minute
<b>% of Messages that met SLA</b>	99.97%	99.96%	92.85%	98.32%	99.62%
<b>Total Message Count</b>	8,769	9,490	10,345	7,340	1,300
<b>Messages Not Meeting SLA</b>	3	4	740	123	5
<b>Average E2E Processing Time (HH:MM:SS)</b>	0:00:07	0:00:10	0:03:33	0:00:57	0:00:20
<b>Min E2E Processing Time (HH:MM:SS)</b>	0:00:02	0:00:03	0:00:48	0:00:11	0:00:11
<b>Max E2E Processing Time (HH:MM:SS)</b>	1:25:02	0:06:27	5:20:06	2:12:52	0:04:55

# Jobs	# Success	# Unique Users	Avg. Sec. Success	Max. Min. Success	0-1 min	1-5 min	5+ min	Error
3515	3499	223	49	52.97	3285	118	96	16

### MicroStrategy Report Performance 03/08 - 03/21

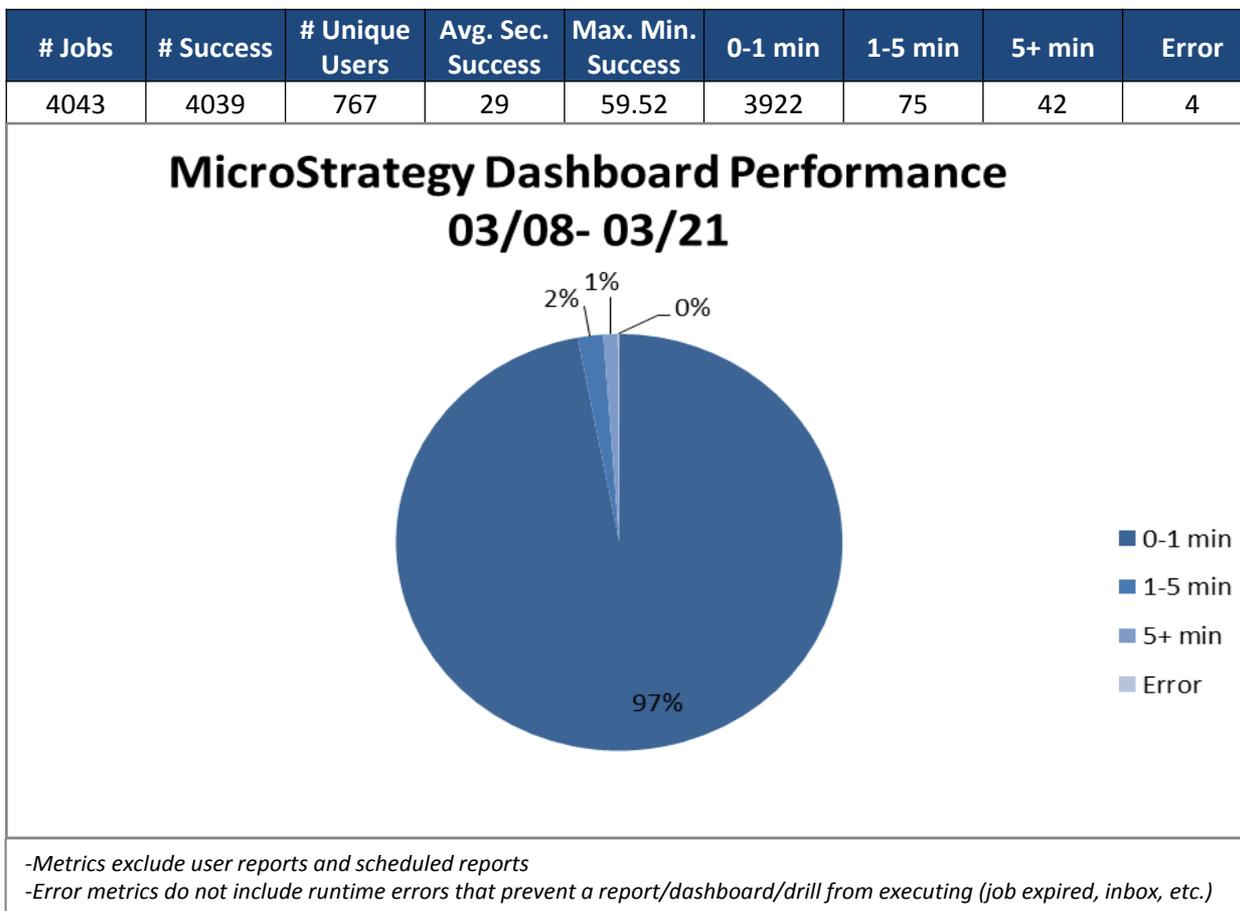


*-Metrics exclude user reports and scheduled reports*

*-Error metrics do not include runtime errors that prevent a report/dashboard/drill from executing (job expired, inbox, etc.)*

To run reports more efficiently, users can:

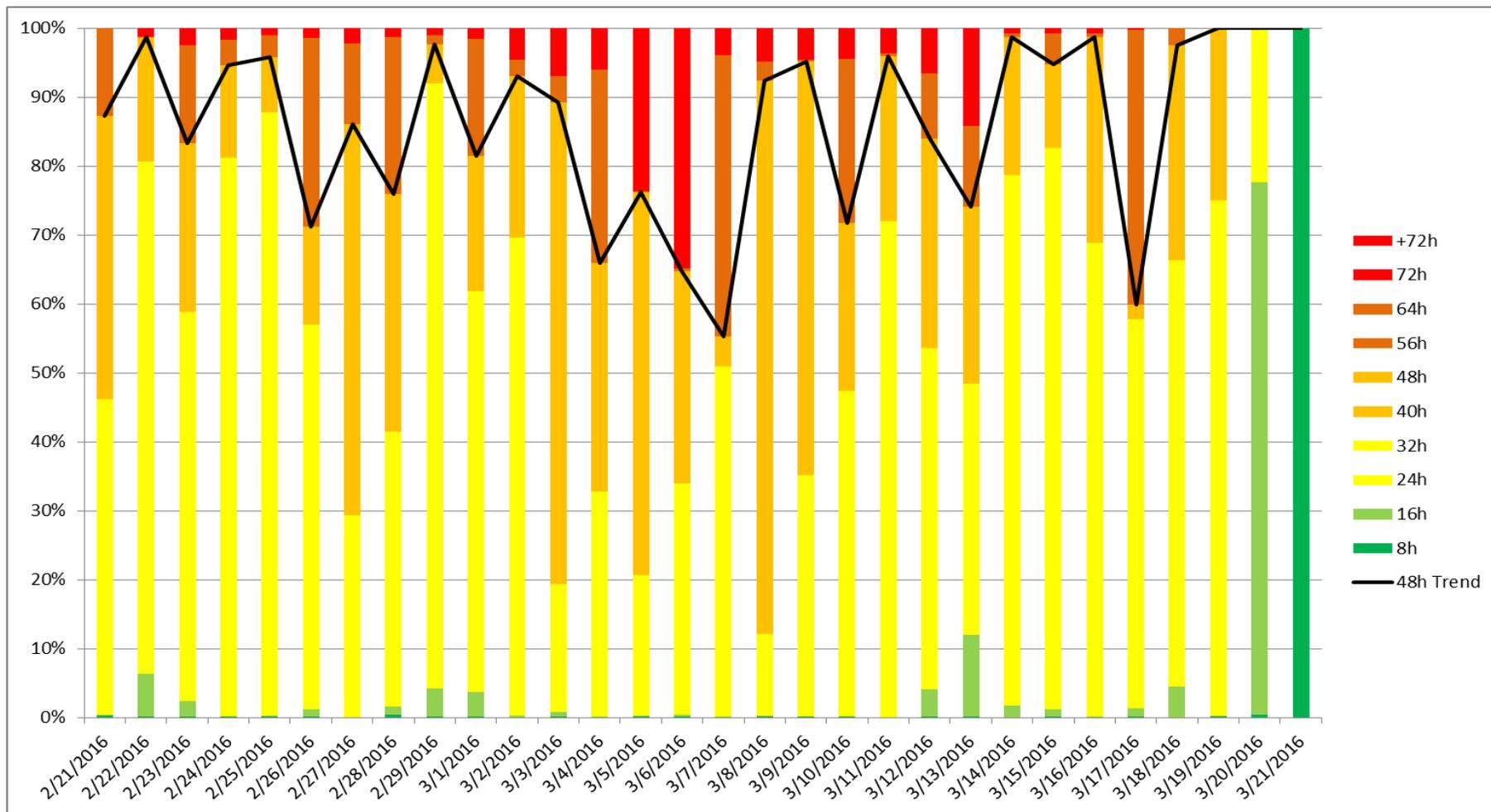
- Create report subscriptions with scheduled run times – to avoid waiting for the report to run
- Recently run reports can be re-run quickly (without re-prompting) from Report History
- Select smaller data ranges
- Select specific CRIDs



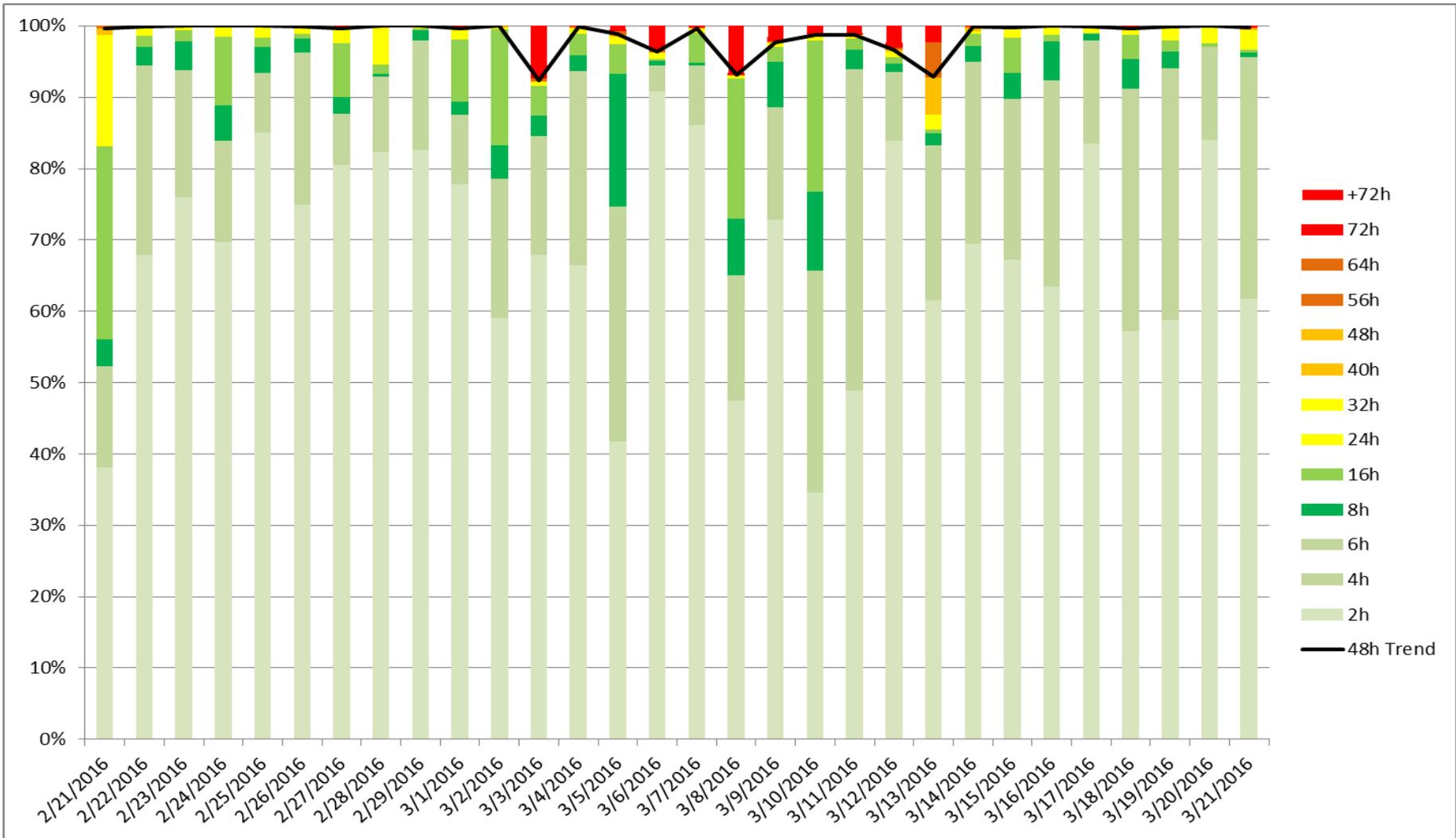
To run reports more efficiently, users can:

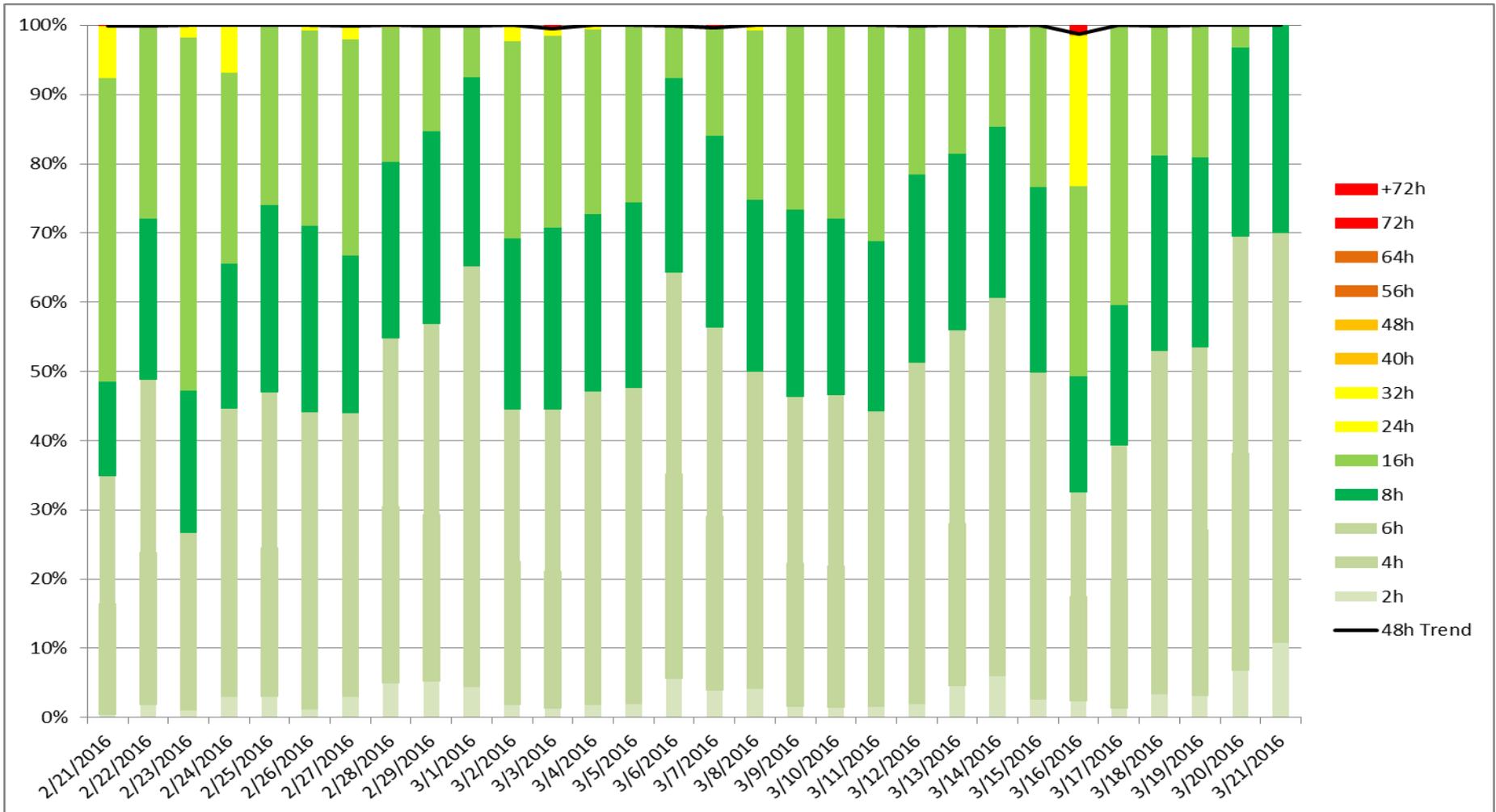
- Create report subscriptions with scheduled run times – to avoid waiting for the report to run
- Recently run reports can be re-run quickly (without re-prompting) from Report History
- Select smaller data ranges
- Select specific CRIDs

Report Category	Report Name	# Jobs	% Total	# Unique Users	# Success	Success Rate	Avg. Sec. Success	Max Sec. Success	# Success 0-1 min	% Success 0-1 min	# Success 1-5 min	% Success 1-5 min	# Success 5+ min	% Success 5+ min
Mailer Scorecard	Mailer Scorecard	3109	41.14%	618	3107	99.94%	15	313	3071	98.78%	35	1.13%	1	0.03%
Mailer Scorecard	Mailer Scorecard Export	1500	19.85%	100	1496	99.73%	6	67	1494	99.60%	2	0.13%	0	0.00%
Mailer Scorecard	Mailer Owner Scorecard	822	10.88%	307	822	100.00%	8	210	809	98.42%	13	1.58%	0	0.00%
Mailer Scorecard	Mail Owner Scorecard Export	462	6.11%	51	462	100.00%	2	11	462	100.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Error Type Report (eDoc Submitter)	167	2.21%	16	167	100.00%	22	116	152	91.02%	15	8.98%	0	0.00%
Mail Preparation Quality	Address Quality Report	146	1.93%	13	146	100.00%	19	150	129	88.36%	17	11.64%	0	0.00%
	Postage Assessment Summary Report (eDoc Submitter) - Informational Only	128	1.69%	12	128	100.00%	37	114	105	82.03%	23	17.97%	0	0.00%
eMIR	Aggregate Report	100	1.32%	5	100	100.00%	11	50	100	100.00%	0	0.00%	0	0.00%
Mail Quality	Full-Service Percentage by Permit Report	100	1.32%	16	100	100.00%	8	22	100	100.00%	0	0.00%	0	0.00%
Mail Quality	Undocumented Summary Report	94	1.24%	15	94	100.00%	104	873	71	75.53%	10	10.64%	13	13.83%
Mail Quality	Mail Quality Error Type Report (Mail Owner & Preparer)	91	1.20%	10	91	100.00%	90	298	57	62.64%	34	37.36%	0	0.00%
Mail Quality	Undocumented Bookend Report (External)	64	0.85%	20	64	100.00%	9	40	64	100.00%	0	0.00%	0	0.00%
Mail Quality	Undocumented Detailed Report	52	0.69%	10	48	92.31%	38	601	44	84.62%	2	3.85%	2	3.85%
Mail Quality	Mail Quality Summary Report (eDoc Submitter)	49	0.65%	2	49	100.00%	1259	3178	24	48.98%	0	0.00%	25	51.02%
Mail Quality	Undocumented Report by Scan Facility	48	0.64%	11	44	91.67%	2	23	44	91.67%	0	0.00%	0	0.00%
eInduction	eInduction Mailer Summary Report	48	0.64%	6	48	100.00%	9	34	48	100.00%	0	0.00%	0	0.00%
eInduction	eInduction Container Status Report	48	0.64%	8	48	100.00%	12	26	48	100.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Job Error Type Report (eDoc Submitter)	36	0.48%	5	36	100.00%	35	67	34	94.44%	2	5.56%	0	0.00%
Mail Quality	Mail Quality Monthly Trending Report (Mail Owner and Preparer)	32	0.42%	5	32	100.00%	113	652	26	81.25%	0	0.00%	6	18.75%
STC	STC Detail Report by Entry Facility	32	0.42%	4	32	100.00%	19	103	28	87.50%	4	12.50%	0	0.00%
Mail Quality	Mail Quality Dashboard (eDoc Submitter)	32	0.42%	2	32	100.00%	216	967	5	15.63%	22	68.75%	5	15.63%
Mail Preparation Quality	Mail Acceptance Verification Report (Mail Owner)	29	0.38%	3	29	100.00%	24	42	29	100.00%	0	0.00%	0	0.00%
eMIR	Date Distribution Report	26	0.34%	2	26	100.00%	11	24	26	100.00%	0	0.00%	0	0.00%
Mail Preparation Quality	Trend Analysis	26	0.34%	2	26	100.00%	881	1633	0	0.00%	0	0.00%	26	100.00%
Mail Preparation Quality	Mail Acceptance Verification Report (Mail Preparer)	25	0.33%	8	23	92.00%	1208	3571	0	0.00%	0	0.00%	23	92.00%
	Mail Exception Bulletin Board	24	0.32%	1	24	100.00%	1455	1842	0	0.00%	0	0.00%	24	100.00%
eMIR	Problem Type Distribution Report	24	0.32%	1	24	100.00%	9	17	24	100.00%	0	0.00%	0	0.00%
eInduction	eInduction Facility Report	24	0.32%	1	24	100.00%	7	18	24	100.00%	0	0.00%	0	0.00%
Mail Quality	Seamless Acceptance Job Exception Report (eDoc Submitter)	24	0.32%	1	24	100.00%	12	18	24	100.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Report	24	0.32%	1	24	100.00%	54	69	19	79.17%	5	20.83%	0	0.00%
Mail Quality	Mail Preparation and Data Quality Dashboard	18	0.24%	3	18	100.00%	1489	3296	0	0.00%	5	27.78%	13	72.22%
Mail Quality	Mail Quality Detailed Error Report (eDoc Submitter)	16	0.21%	4	16	100.00%	10	15	16	100.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Job Error Type Report (Mail Owner & Preparer)	14	0.19%	3	14	100.00%	5	15	14	100.00%	0	0.00%	0	0.00%
General/Help	User Guides	14	0.19%	5	14	100.00%	1	1	14	100.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Monthly Trending Report (eDoc Submitter)	14	0.19%	4	14	100.00%	22	123	12	85.71%	2	14.29%	0	0.00%
eInduction	eInduction Job Summary Report (External)	9	0.12%	4	9	100.00%	0	1	9	100.00%	0	0.00%	0	0.00%
STC	STC Mailing Group Drill Report	8	0.11%	3	8	100.00%	3	6	8	100.00%	0	0.00%	0	0.00%
STC	STC Yield Reporting Dashboard	8	0.11%	5	8	100.00%	12	57	8	100.00%	0	0.00%	0	0.00%
	MID Usage Report	8	0.11%	4	8	100.00%	4	7	8	100.00%	0	0.00%	0	0.00%
Mail Preparation Quality	AQ Mailer Job Details	6	0.08%	2	6	100.00%	8	9	6	100.00%	0	0.00%	0	0.00%
	Postage Assessment Job Report - Informational Only	6	0.08%	1	6	100.00%	13	17	6	100.00%	0	0.00%	0	0.00%
STC	STC Detail Report by eDoc Submitter	6	0.08%	2	6	100.00%	4	5	6	100.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Detailed Error Report (Mail Owner & Preparer)	6	0.08%	2	6	100.00%	6	9	6	100.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Detailed Error Report (Mail Owner & Preparer)	6	0.08%	3	6	100.00%	33	61	4	66.67%	2	33.33%	0	0.00%
General/Help	Error Code and Description Guide	5	0.07%	2	5	100.00%	1	1	5	100.00%	0	0.00%	0	0.00%
eInduction	eInduction Container Status Report (External)	4	0.05%	1	4	100.00%	12	12	4	100.00%	0	0.00%	0	0.00%
	IMBA Transaction Report - EXT	4	0.05%	2	4	100.00%	3	5	4	100.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Job Error Type Report (eDoc Submitter)	4	0.05%	1	0	0.00%	0	0	0	0.00%	0	0.00%	0	0.00%
STC	STC Container Level Drill	4	0.05%	2	4	100.00%	5	6	4	100.00%	0	0.00%	0	0.00%
Mail Preparation Quality	AQ MU Piece Detail	4	0.05%	1	4	100.00%	4	6	4	100.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Job Error Type Report (eDoc Submitter)	2	0.03%	1	2	100.00%	6	6	2	100.00%	0	0.00%	0	0.00%
STC	STC Detail Report by Exclusion Reason	2	0.03%	1	2	100.00%	20	20	2	100.00%	0	0.00%	0	0.00%
eInduction	eInduction Errors by Transportation Carrier	2	0.03%	1	2	100.00%	2	2	2	100.00%	0	0.00%	0	0.00%
Mail Quality	Mail Quality Detailed Error Report (eDoc Submitter)	2	0.03%	1	2	100.00%	19	19	2	100.00%	0	0.00%	0	0.00%
<b>Total</b>		<b>7558</b>												



- INC000001064532 - MDQ did not meet the 48h SLA from 2/20 - 2/21, 2/23 and 26-28 due to unique constraint errors.
- INC000001181181 - MDQ did not meet the 48h SLA on 3/1 due to unique constraint error.
- INC000001207818 - MDQ did not meet the 48h SLA from 3/10 - 3/11 due to unique constraint error.
- INC000001225436 - MDQ did not meet the 48h SLA on 3/17 due to unique constraint error.

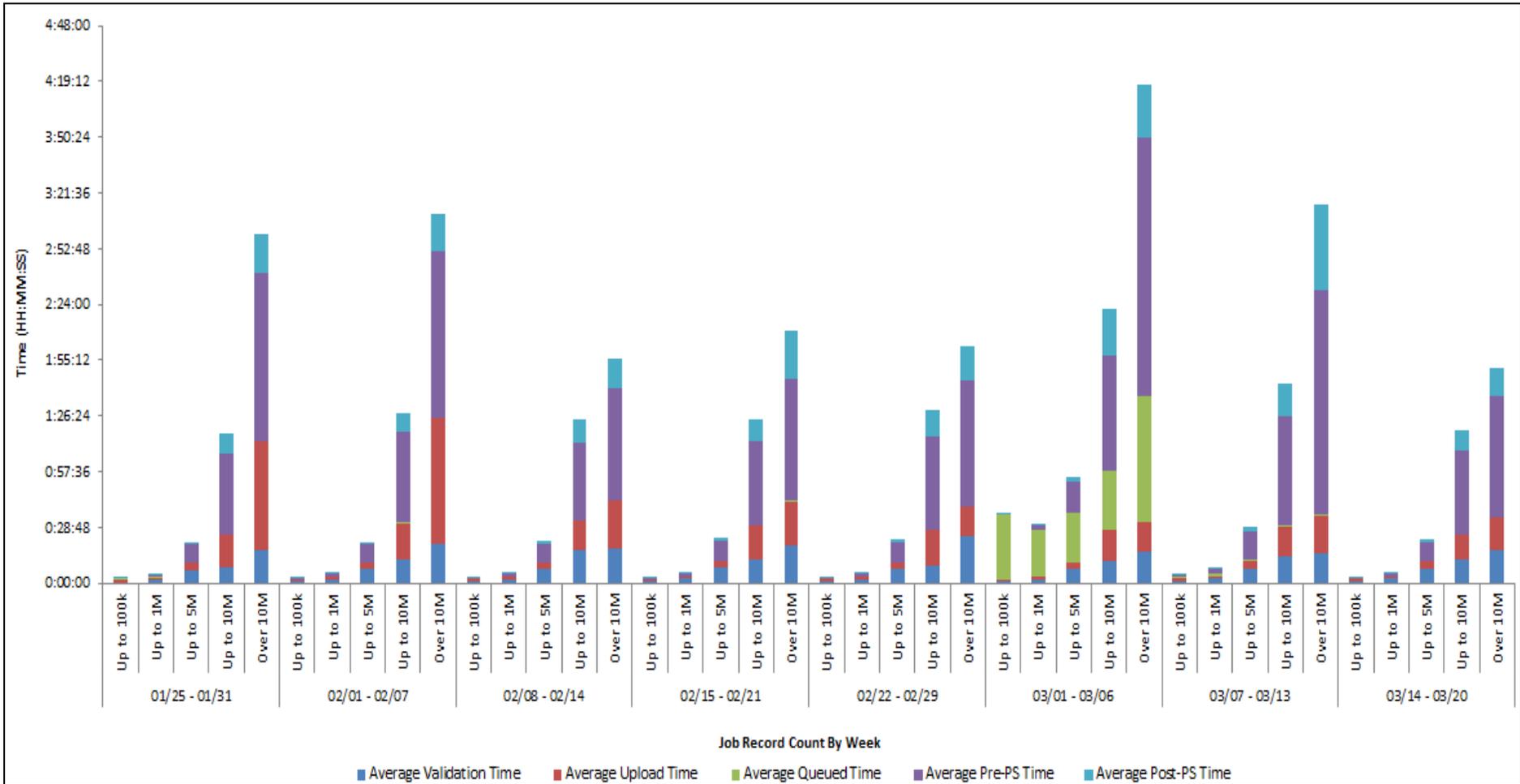




## APPENDIX

### Detailed Performance Metrics

## Average End-to-End Time by Job Record Count



## Number of Mail.dat Jobs per Processing Time Interval

Time Interval (HH:MM:SS)	Week								Total Jobs	Cumulative Percentage
	01/25 - 01/31	02/01 - 02/07	02/08 - 02/14	02/15 - 02/21	02/22 - 02/29	03/01 - 03/06	03/07 - 03/13	03/14 - 03/20		
0:00:00 to 0:04:59	46,969	52,748	49,574	50,195	49,574	50,195	53,229	41,660	394,144	89.58%
0:05:00 to 0:09:59	2,859	3,217	2,781	2,951	2,781	2,951	4,941	2,752	25,233	95.31%
0:10:00 to 0:29:59	1,659	1,832	1,752	1,710	1,752	1,710	4,609	1,678	16,702	99.11%
0:30:00 to 0:59:59	289	327	409	304	409	304	638	308	2,988	99.79%
1:00:00 to 1:59:59	35	30	214	53	214	53	106	50	755	99.96%
2:00:00 to 3:59:59	10	17	36	9	36	9	23	4	144	99.99%
4:00:00 to 7:59:59	2	2	6	5	6	5	0	1	27	100.00%
8:00:00 to 11:59:59	0	1	0	0	0	0	0	0	1	100.00%
12:00:00 to 23:59:59	1	0	0	0	0	0	0	0	1	100.00%
24:00:00 +	1	0	0	0	0	0	0	0	1	100.00%
<b>Total Jobs</b>	<b>51,825</b>	<b>58,174</b>	<b>54,772</b>	<b>55,227</b>	<b>54,772</b>	<b>55,227</b>	<b>63,546</b>	<b>46,453</b>	<b>439,996</b>	<b>100.00%</b>
<b>Total Records</b>	<b>3,313,427,116</b>	<b>3,129,599,880</b>	<b>3,071,473,008</b>	<b>3,023,495,902</b>	<b>3,137,447,460</b>	<b>3,231,048,392</b>	<b>3,106,279,132</b>	<b>2,955,132,274</b>	<b>24,967,903,164</b>	

## Number of Mail.xml PostageStatementCreateRequest messages per Processing Time Interval

Time Interval (HH:MM:SS)	Week								Total Jobs
	01/25 - 01/31	02/01 - 02/07	02/08 - 02/14	02/15 - 02/21	02/22 - 02/29	03/01 - 03/06	03/07 - 03/13	03/14 - 03/20	
0:00:00 to 0:00:29	7,469	7,583	7,782	6,564	5,605	2,460	2,578	6,962	47,003
0:00:30 to 0:00:59	757	828	214	413	1,750	1,894	1,536	207	7,599
0:01:00 to 0:01:29	42	39	24	39	406	231	1,345	17	2,143
0:01:30 to 0:01:59	26	10	7	17	218	155	1,017	9	1,459
0:02:00 to 0:02:29	21	9	11	9	47	89	458	15	659
0:02:30 to 0:02:59	3	11	12	9	14	55	178	7	289
0:03:00 to 0:03:29	3	9	6	7	8	35	98	6	172
0:03:30 to 0:03:59	9	6	9	3	5	15	79	8	134
0:04:00 to 0:04:29	4	3	5	3	4	11	54	5	89
0:04:30 to 0:04:59	4	6	2	5	3	9	25	4	58
0:05:00+	104	99	99	112	72	171	118	100	875
<b>Total Jobs</b>	<b>8,442</b>	<b>8,603</b>	<b>8,171</b>	<b>7,181</b>	<b>8,132</b>	<b>5,125</b>	<b>7,486</b>	<b>7,340</b>	<b>60,480</b>

## Jobs Not Meeting SLA

Date	Size	SLA	Job ID	Validation	Upload	Queued	Pre-PS	Post-PS	End to End	Mailer Facility (Via CRID)
8-Mar	Over 10M	2:00:00	PDFW1459	0:12:30	0:31:30	0:00:09	2:27:18	3:15:31	3:11:27	PB PRESORT SERVICES INC - DFW
8-Mar	Over 10M	2:00:00	PIND2093	0:07:38	0:25:51	0:00:04	2:01:30	0:41:10	2:35:03	PB PRESORT SERVICES INC - IND
8-Mar	Over 10M	2:00:00	PPSC2360	0:19:50	0:18:59	0:00:09	1:31:00	0:20:22	2:09:58	PB PRESORT SERVICES INC - PSC
8-Mar	Up to 10M	2:00:00	PRDG8908	0:07:06	0:28:48	0:03:08	1:28:57	0:22:17	2:07:59	PB PRESORT SERVICES INC - RDG
8-Mar	Up to 10M	2:00:00	QG83E102	0:34:16	0:04:38	0:00:23	1:23:19	0:08:40	2:02:36	QUAD/GRAPHICS-SUSSEX
9-Mar	Up to 5M	2:00:00	PIND2095	0:06:19	0:24:49	0:00:00	2:02:14	0:00:00	2:09:11	PB PRESORT SERVICES INC - IND
9-Mar	Up to 10M	2:00:00	PSCS5911	2:22:50	0:00:00	0:00:00	0:47:34	0:13:44	3:20:37	PB PRESORT SERVICES INC - SCS
9-Mar	Up to 100k	2:00:00	E7385152	0:39:35	2:25:13	0:11:10	0:00:38	0:00:01	3:16:36	Executive Mailing Service
9-Mar	Up to 100k	2:00:00	m3604c	0:04:03	1:43:33	0:14:06	0:00:08	0:00:00	2:01:50	FEDERAL DIRECT
9-Mar	Up to 100k	2:00:00	E4284258	1:30:52	1:36:29	0:13:25	0:00:23	0:00:01	3:21:09	Executive Mailing Service
9-Mar	Up to 100k	2:00:00	E9740080	1:31:16	1:37:57	0:14:11	0:01:31	0:00:01	3:24:55	Executive Mailing Service
9-Mar	Up to 5M	2:00:00	QG84JC01	1:39:24	0:05:33	0:03:17	0:12:02	0:00:00	2:00:16	QUAD/GRAPHICS-SUSSEX
9-Mar	Up to 10M	2:00:00	PRDG8912	0:06:47	0:26:28	0:08:45	1:20:41	0:21:36	2:02:41	PB PRESORT SERVICES INC - RDG

## Jobs Not Meeting SLA

Date	Size	SLA	Job ID	Validation	Upload	Queued	Pre-PS	Post-PS	End to End	Mailer Facility (Via CRID)
10-Mar	Up to 10M	2:00:00	PDFW1470	0:08:16	0:16:52	0:00:03	1:35:01	1:02:29	2:00:12	PB PRESORT SERVICES INC - DFW
10-Mar	Up to 1M	2:00:00	62958000	0:53:28	0:00:34	0:00:06	1:11:53	0:12:46	2:06:01	RR DONNELLEY F - BOLINGBROOK
10-Mar	Up to 10M	2:00:00	PIND2096	0:06:17	0:25:58	0:00:29	1:48:51	0:21:36	2:21:35	PB PRESORT SERVICES INC - IND
10-Mar	Over 10M	2:00:00	PPSC2362	0:23:25	0:24:51	0:00:10	2:13:55	0:23:31	3:02:21	PB PRESORT SERVICES INC - PSC
10-Mar	Over 10M	2:00:00	QG83E103	0:12:23	0:06:20	0:00:10	3:23:50	0:18:20	3:42:43	QUAD/GRAPHICS-SUSSEX
10-Mar	Up to 10M	2:00:00	PRDG8915	0:06:01	0:23:42	0:00:45	1:38:34	0:18:48	2:09:02	PB PRESORT SERVICES INC - RDG
11-Mar	Up to 10M	2:00:00	PDFW1475	0:07:53	0:15:04	0:00:04	1:47:07	1:18:16	2:10:08	PB PRESORT SERVICES INC - DFW
11-Mar	Up to 10M	2:00:00	PIND2097	0:06:20	0:17:41	0:00:47	1:49:29	0:26:39	2:14:17	PB PRESORT SERVICES INC - IND
11-Mar	Up to 10M	2:00:00	PRDG8919	0:07:09	0:30:21	0:00:21	1:37:44	0:28:54	2:15:35	PB PRESORT SERVICES INC - RDG
12-Mar	Up to 10M	2:00:00	PRDG8923	0:07:03	2:03:48	0:00:03	1:12:24	0:15:10	3:23:18	PB PRESORT SERVICES INC - RDG
15-Mar	Over 10M	2:00:00	PDFW1489	0:10:14	0:23:19	0:00:10	1:30:29	0:42:18	2:04:12	PB PRESORT SERVICES INC - DFW
15-Mar	Over 10M	2:00:00	PPSC2367	0:22:22	0:23:53	0:00:03	1:28:54	0:18:47	2:15:12	PB PRESORT SERVICES INC - PSC
18-Mar	Up to 100k	2:00:00	00009B9B	0:01:10	0:00:31	0:00:10	6:00:22	0:00:00	6:02:13	Broadridge

## Jobs Not Meeting SLA

Date	Size	SLA	Job ID	Validation	Upload	Queued	Pre-PS	Post-PS	End to End	Mailer Facility (Via CRID)
19-Mar	Up to 10M	2:00:00	PIND2105	0:05:45	0:59:26	0:00:04	0:59:07	0:13:56	2:04:22	PB PRESORT SERVICES INC - IND
19-Mar	Up to 10M	2:00:00	PRDG8943	0:06:57	1:05:06	0:00:06	1:11:08	0:15:46	2:23:17	PB PRESORT SERVICES INC - RDG