

MTAC
Visibility and Service Performance
Jim Cochran
Moderator
November 28, 2012

Market Dominant

Mail Class	FY2013 Target
First-Class Mail	
Single-Piece Overnight	96.70
Single-Piece Two-Day	95.10
Single-Piece Three-Day +	95.00
Commercial Overnight	96.70
Commercial Two-Day	95.10
Commercial Three-Day +	95.00
Package Services	
Parcels	90.00
Periodicals	
Letters and Flats	91.00
Standard Mail	
Origination Entry	90.00
Destination Entry	90.00
DDU Entry (Weekly)	90.00

First Class Focus Group Topics

Tom Day (Presenter)

UAA Secured Destruction Trial Status / Next Steps

Jim Wilson (Presenter) – Discuss Outstanding Questions on:

Temporary Away

Vacancy Reporting

PBSA / TT#16 TINPA Status

CASS Cycle Next Steps

New FCM Move-Update Option

Single Source ACS

Steve Dearing (Presenter)

Informed Visibility Reporting / Start the Clock Reporting Review – Discuss functionality, performance, data view difficult, user-friendliness, etc.

Piece Image Visibility Options

USPS Architecture update for systems on visibility reporting

Sandy Disaster Service Visibility

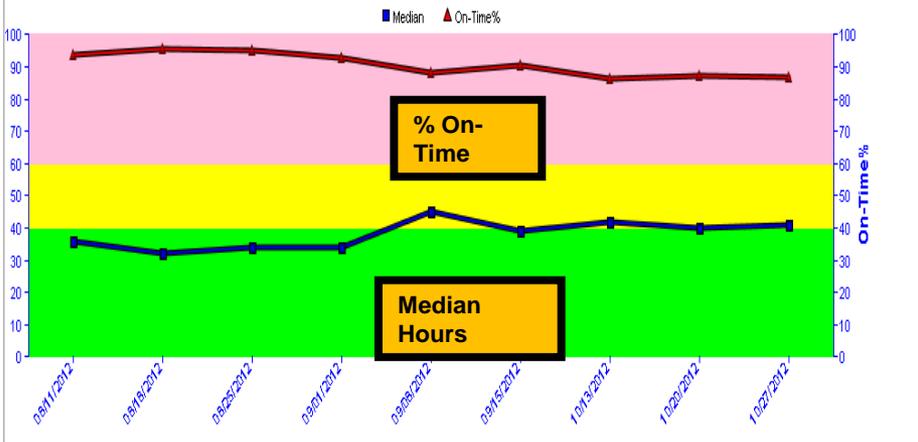
IMb planning tool for First-Class

Planet Code Retirement

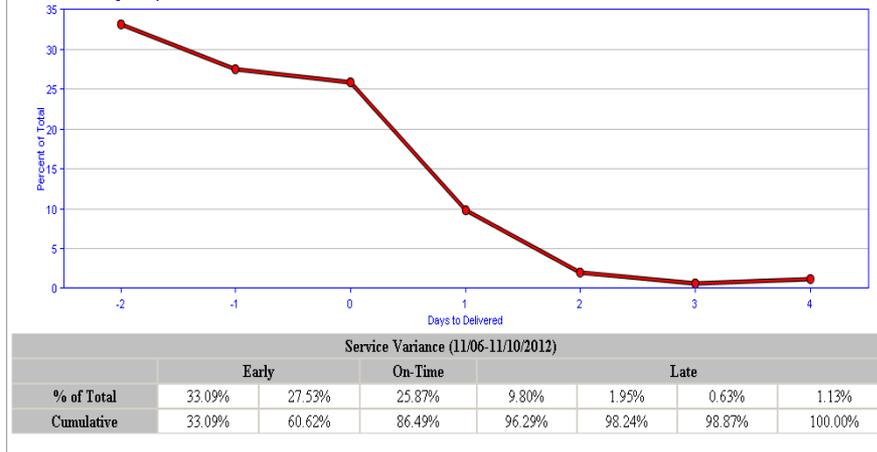
DEMO

IMb Planning Tool

National - Median Hours Trend



National - Rolling 5 Day Variance



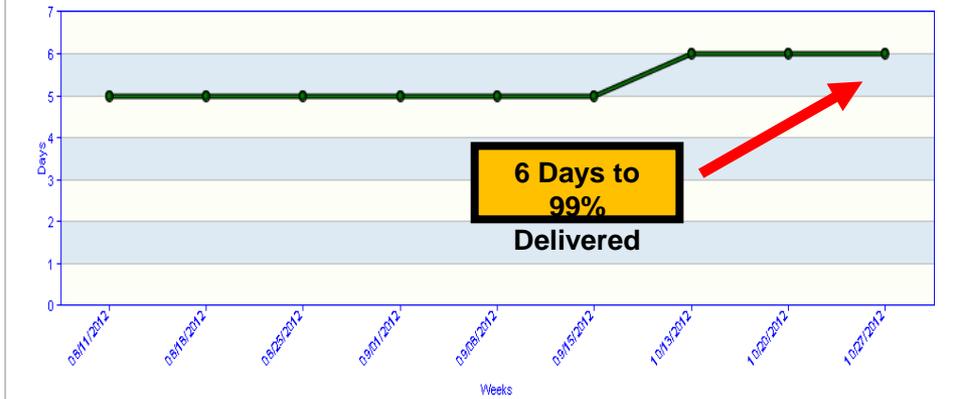
	Early	On-Time	Late			
% of Total	33.09%	27.53%	25.87%	9.80%	1.95%	0.63%
Cumulative	33.09%	60.62%	86.49%	96.29%	98.24%	98.87%
						100.00%

Days to 99% Delivered

Selection Criteria
 Entry Discount: SCF | Facility: National | Class: Standard | Shape: Letters | Svc Std: 3-4 Day

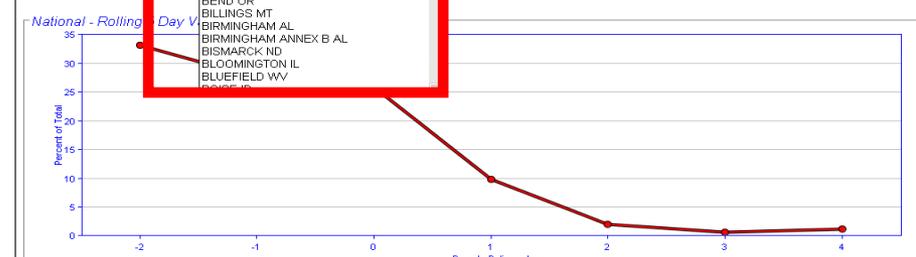
Days to Delivery at 80% 85% 90% 95% 99%

National at 99% Delivered



By Entry Discount | By Facility | By Mail Class | By Shape | By Svc Standard

Entry Discount: SCF | Facility: National | Class: Standard | Shape: Letters | Svc Std: 3-4 Days | Nov 10, 2012
 National ADC SCF | Filtered | Standard | Letters | 95% Letters | Flats



[Log Out](#)

No Current Messages

[Go to Message Center](#)**Service Parameters for Diagnostic Reports**Date Range: **Weekly** Week beginning: **11/24/2012 Wk 9** Mail Class: **First Class** Full Service Mailers Non-compliant Mailers Political Mailings Only Report for Selected District Report for Origin District Report for Selected Mailer

Performance Diagnostics

Failed Piece Pareto Analysis

- SPM diagnostic charts are available for 52 weeks.
- Piece scans are available for 120 days ONLY.

***Please note: Data refresh and updates occur from 00:00 through 05:00 CST daily. During this time users may experience difficulty in accessing information in SPD. If this occurs, please try again outside these hours.*

SPM reports at EDW ASR

Failed Containers

Commercial Mail City Matrix

CAR Performance Reports

CAR History

CAR Political Mailing
Performance

IMb Planning Tool

Top 10 Impacts

STC DoW Analysis

Last Scan Count By MPE Type

ScoreCard

MP-WIP

Network Optimization

Optimization Analysis

STC Business Rules

MID Lookup

IMb Lookup

IMcb Lookup

IMtb Lookup

Service Standards

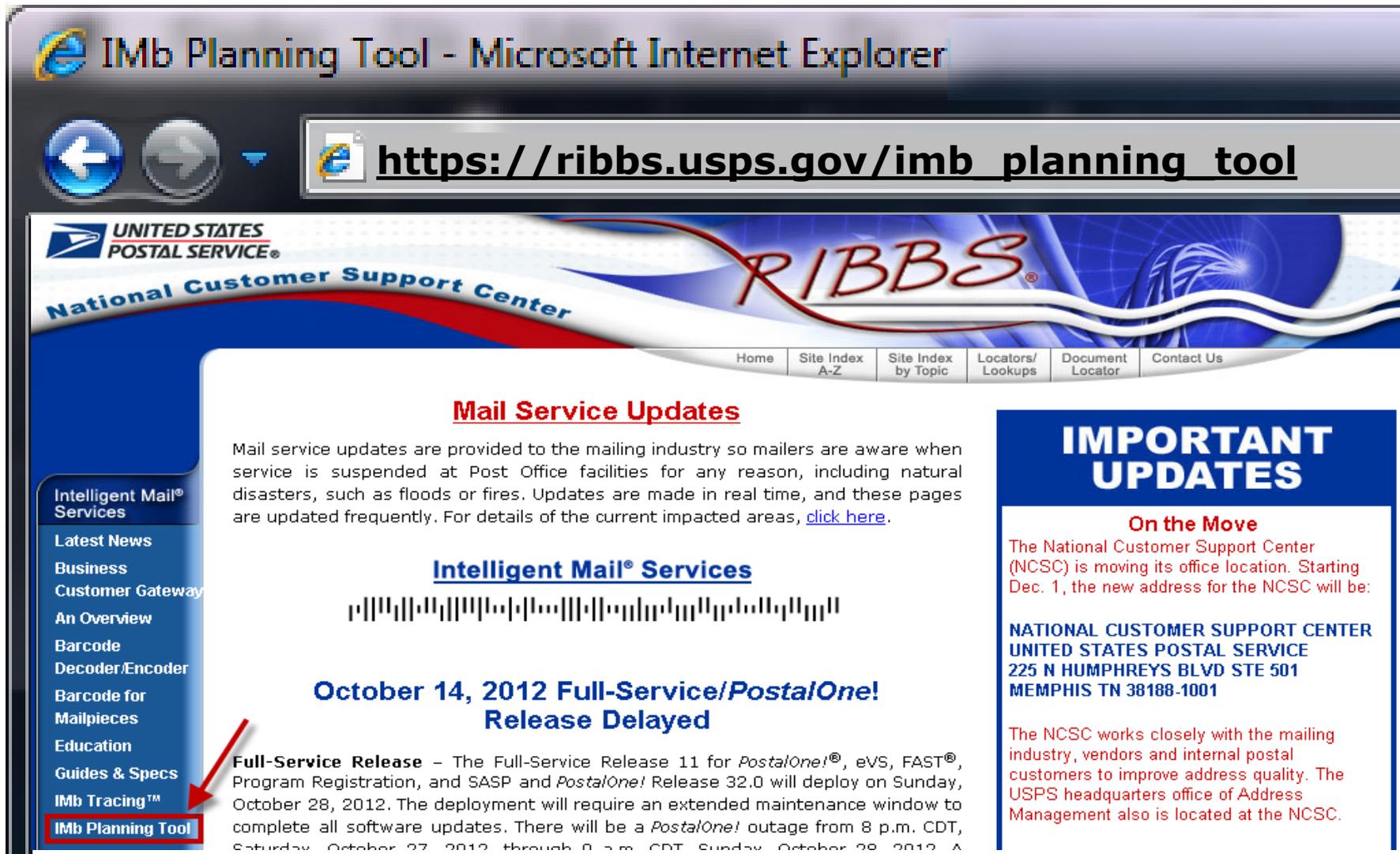
Training

Commercial Mail
Last Mile Overview

Enhancement Suggestions

Political Mailings

Available to Mailers through RIBBS



IMb Planning Tool - Microsoft Internet Explorer

https://ribbs.usps.gov/imb_planning_tool

**UNITED STATES
POSTAL SERVICE®**
National Customer Support Center

RIBBS®

Home Site Index A-Z Site Index by Topic Locators/Lookups Document Locator Contact Us

Mail Service Updates

Mail service updates are provided to the mailing industry so mailers are aware when service is suspended at Post Office facilities for any reason, including natural disasters, such as floods or fires. Updates are made in real time, and these pages are updated frequently. For details of the current impacted areas, [click here](#).

Intelligent Mail® Services



October 14, 2012 Full-Service/PostalOne! Release Delayed

Full-Service Release – The Full-Service Release 11 for *PostalOne!*®, eVS, FAST®, Program Registration, and SASP and *PostalOne!* Release 32.0 will deploy on Sunday, October 28, 2012. The deployment will require an extended maintenance window to complete all software updates. There will be a *PostalOne!* outage from 8 p.m. CDT, Saturday, October 27, 2012, through 8 a.m. CDT, Sunday, October 28, 2012. A

Intelligent Mail® Services

- Intelligent Mail® Services
- Latest News
- Business
- Customer Gateway
- An Overview
- Barcode
- Decoder/Encoder
- Barcode for Mailpieces
- Education
- Guides & Specs
- IMb Tracing™
- IMb Planning Tool**

IMPORTANT UPDATES

On the Move
The National Customer Support Center (NCSC) is moving its office location. Starting Dec. 1, the new address for the NCSC will be:

**NATIONAL CUSTOMER SUPPORT CENTER
UNITED STATES POSTAL SERVICE
225 N HUMPHREYS BLVD STE 501
MEMPHIS TN 38188-1001**

The NCSC works closely with the mailing industry, vendors and internal postal customers to improve address quality. The USPS headquarters office of Address Management also is located at the NCSC.

**By Entry
Discount**

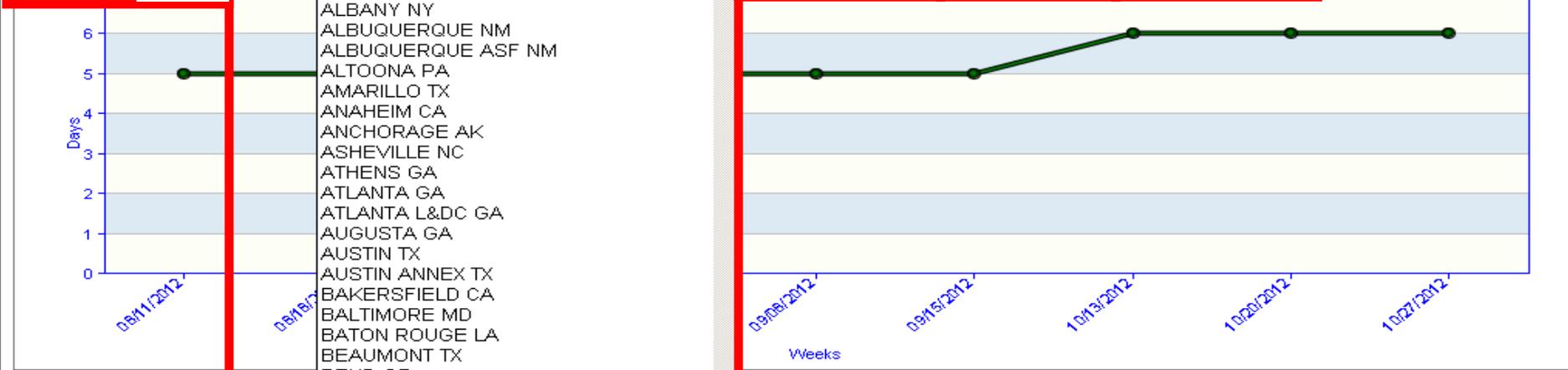
By Facility

By Mail Class

By Shape

**By Svc
Standard**

Entry Discou: **SCF** | Facility: National | Class: Standard | Shape: Letters | Svc Std: 3-4 Days | Nov 10, 2012
 NDC | ADC | SCF



- National
- ABILENE TX
- AKRON OH
- ALBANY GA
- ALBANY NY
- ALBUQUERQUE NM
- ALBUQUERQUE ASF NM
- ALTOONA PA
- AMARILLO TX
- ANAHEIM CA
- ANCHORAGE AK
- ASHEVILLE NC
- ATHENS GA
- ATLANTA GA
- ATLANTA L&DC GA
- AUGUSTA GA
- AUSTIN TX
- AUSTIN ANNEX TX
- BAKERSFIELD CA
- BALTIMORE MD
- BATON ROUGE LA
- BEAUMONT TX
- BEND OR
- BILLINGS MT
- BIRMINGHAM AL
- BIRMINGHAM ANNEX B AL
- BISMARCK ND
- BLOOMINGTON IL
- BLUEFIELD WV
- BOISE ID

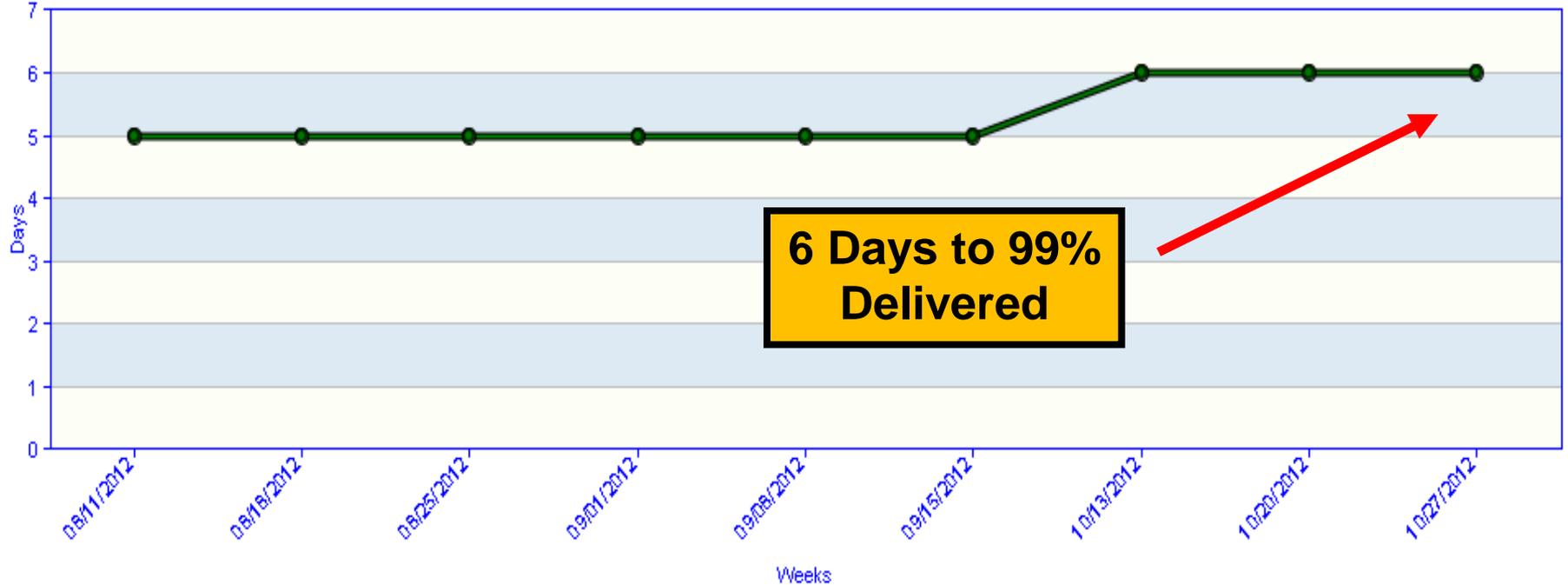
Days to 99% Delivered

Selection Criteria

Entry Discount Facility Class Shape Svc Std

Days to Delivery at 80% 85% 90% 95% 99%

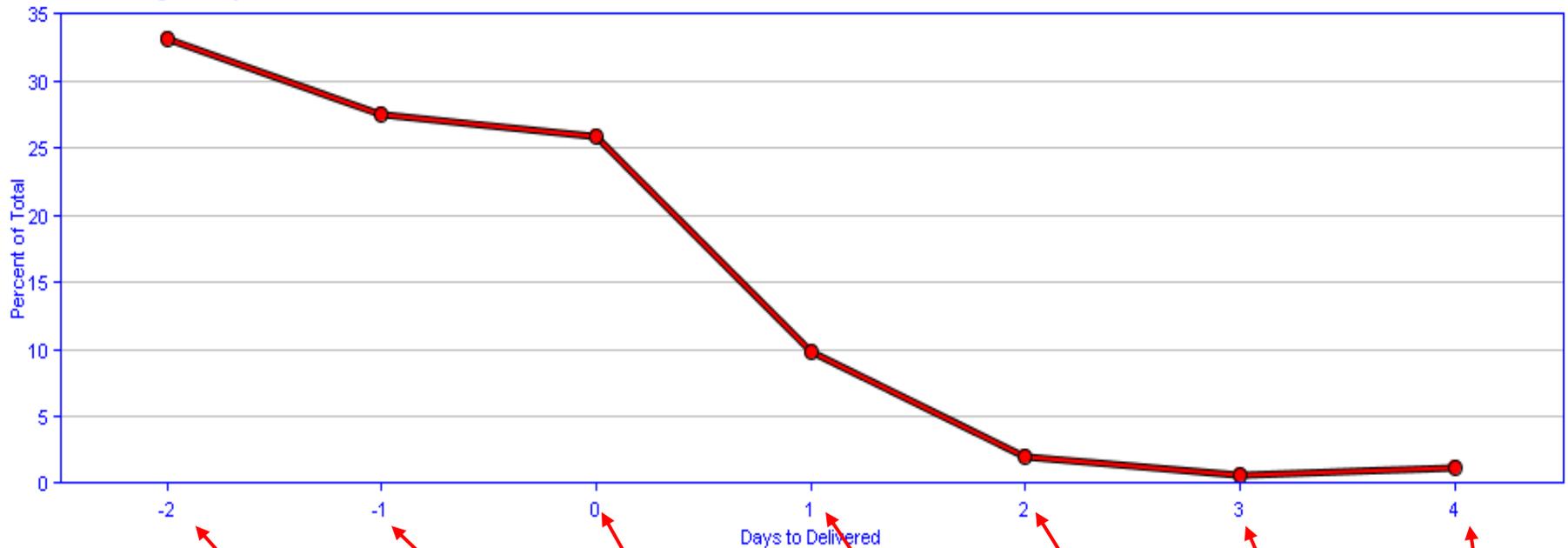
National at 99% Delivered



*Rolling 12 Weeks of Data through 10/27

Rolling 5-Day Service Variance*

National - Rolling 5 Day Variance



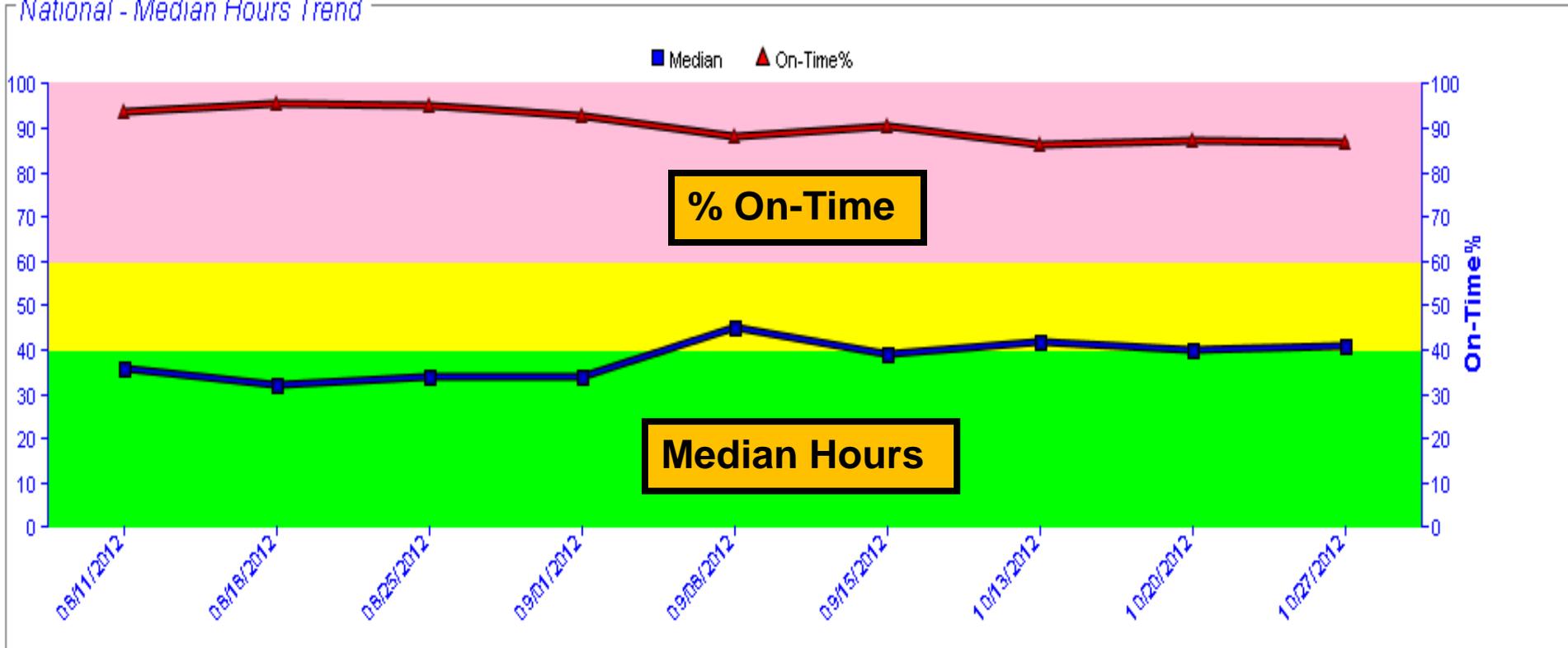
Service Variance (11/06-11/10/2012)

	Early		On-Time		Late		
% of Total	33.09%	27.53%	25.87%	9.80%	1.95%	0.63%	1.13%
Cumulative	33.09%	60.62%	86.49%	96.29%	98.24%	98.87%	100.00%

*Rolling 5-Day's of Data 11/6 - 11/10

Service Performance and Median Hours Trend*

National - Median Hours Trend



*Rolling 12 Weeks of Data through 10/27

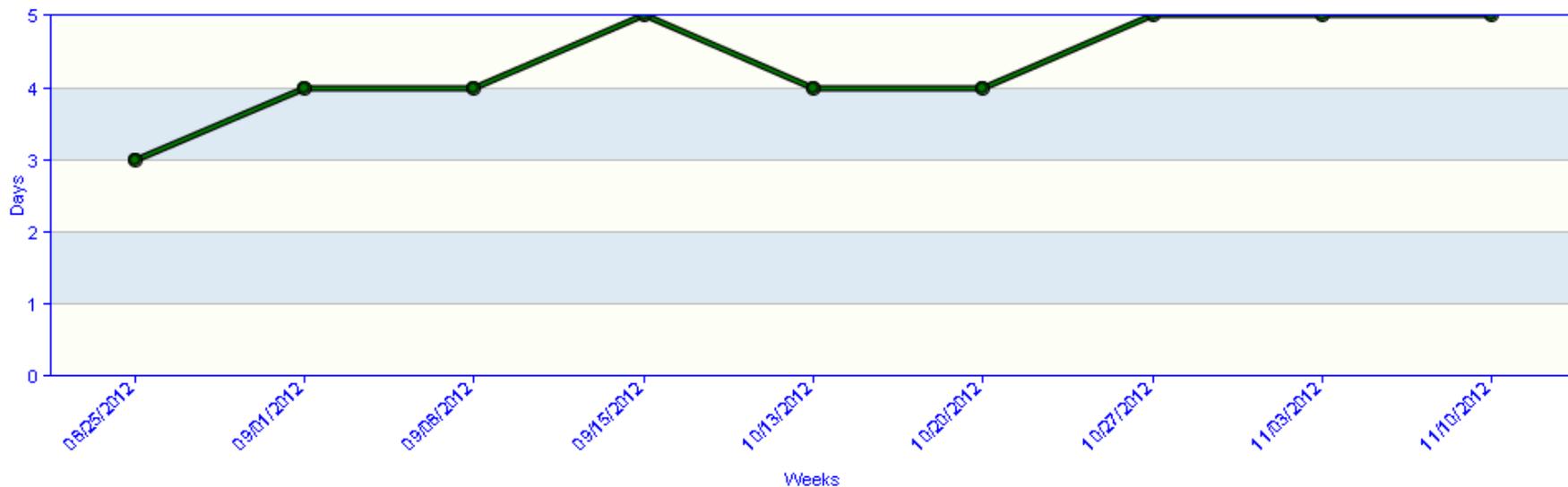
IMb Planning Tool

- Selection Criteria

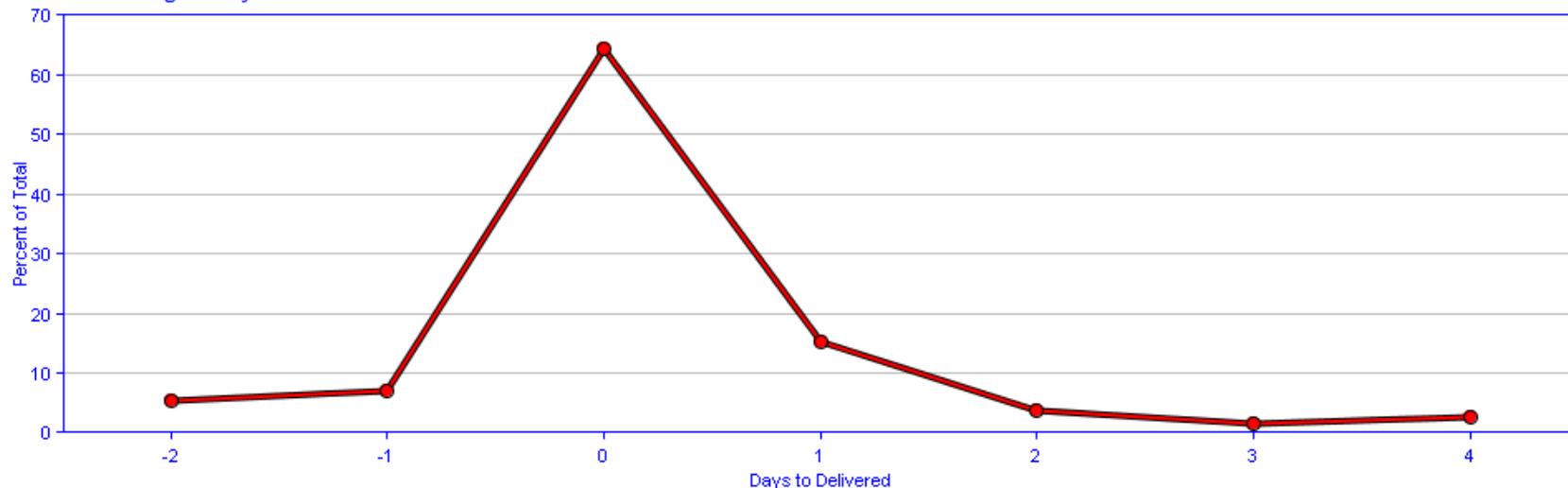
Entry Discount Facility Class Shape Svc Std Nov 23, 2012

Days to Delivery at 80% 85% 90% 95% 99%

- National at **99%** Delivered



National - Rolling 5 Day Variance



Service Variance (11/17-11/23/2012)

	Early		On-Time	Late			
% of Total	5.46%	7.10%	64.29%	15.27%	3.71%	1.63%	2.54%
Cumulative	5.46%	12.55%	76.85%	92.12%	95.83%	97.46%	100.00%

National - Median Hours Trend

