

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

## Market Dominant

Mail Class	FY2013 Target
<b>First-Class Mail</b>	
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
<b>Package Services</b>	
Parcels	90.00
<b>Periodicals</b>	
Letters and Flats	91.00
<b>Standard Mail</b>	
Origination Entry	90.00
Destination Entry	90.00
DDU Entry (Weekly)	90.00

## **Periodicals Focus Group Agenda Topics**

### **Steve Dearing (Presenter)**

Review recent service score declines

Update on PBC usage and percentage of Periodicals qualifying for measurement

Update on bundle visibility scanning data and estimated timeframe of carrier bundle scanning and geocode scanning

Update on the IMB Planning Tool web site

Update on last mile impact levels

### **Jim Wilson(Discussion)**

ACS updates on ID Statement change impact

FS scan threshold levels

Single Source ACS

### **Action Item Review**

Open Discussion

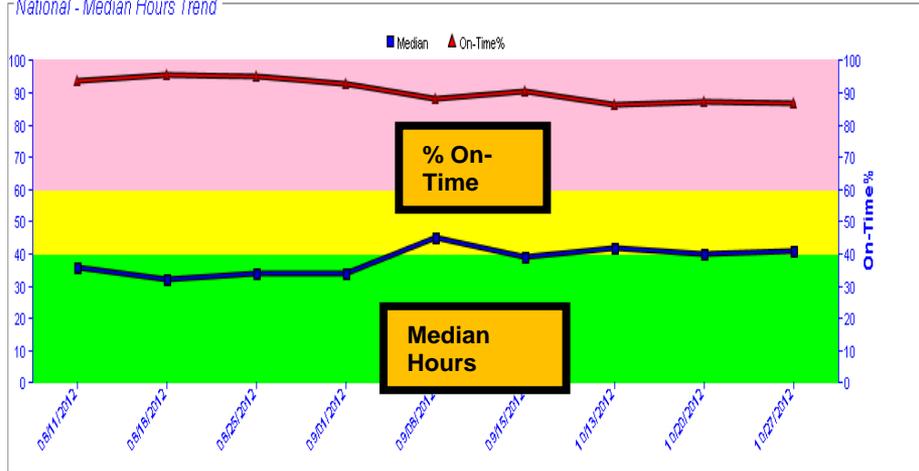
## **Periodicals**

- **PARS update from Mike Amato and Jim Wilson**
- **APO/FPO and ACS around forwarding at closed military units**
- **Visibility Dashboard**
- **Permit indicia in relationship to PARS**

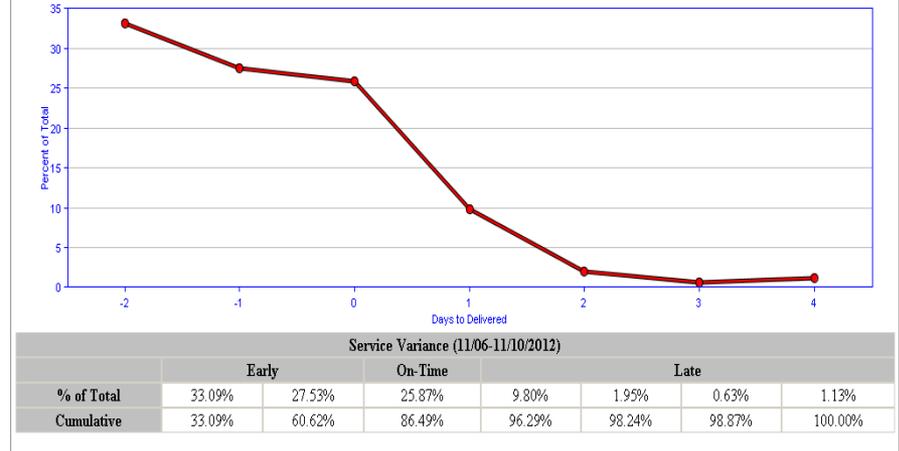
# DEMO

# IMb Planning Tool

National - Median Hours Trend



National - Rolling 5 Day Variance

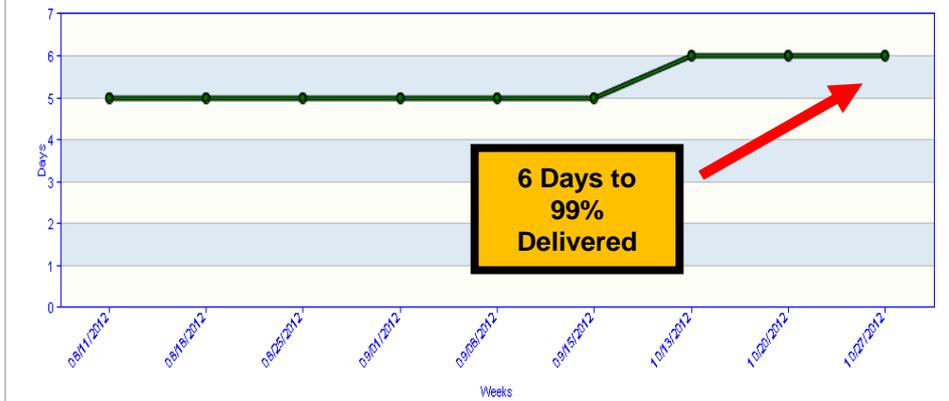


## Days to 99% Delivered

Selection Criteria  
 Entry Discout: 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 Discout
By Facility
By Mail Class
By Shape
By Svc Standard

Entry Discout: SCF | Facility: National | Class: Standard | Shape: Letters | Svc Std: 3-4 Days | Nov 10, 2012  
 National 9 delivered

- 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 LBDC 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

[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](https://ribbs.usps.gov/imb_planning_tool)

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

RIBBS®

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### 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**

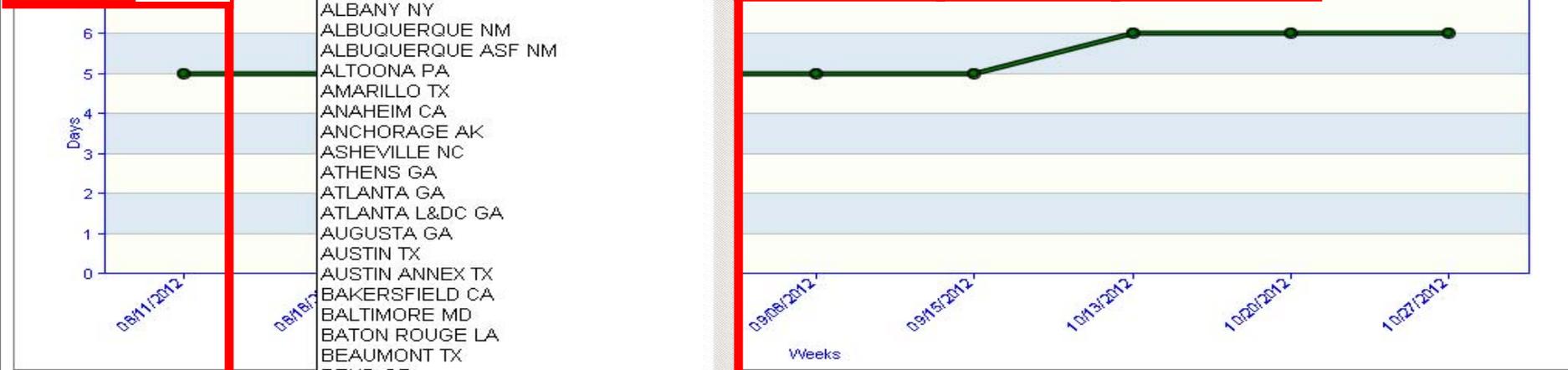
**By Facility**

**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
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- BLOOMINGTON IL
- BLUEFIELD WV
- BOISE ID

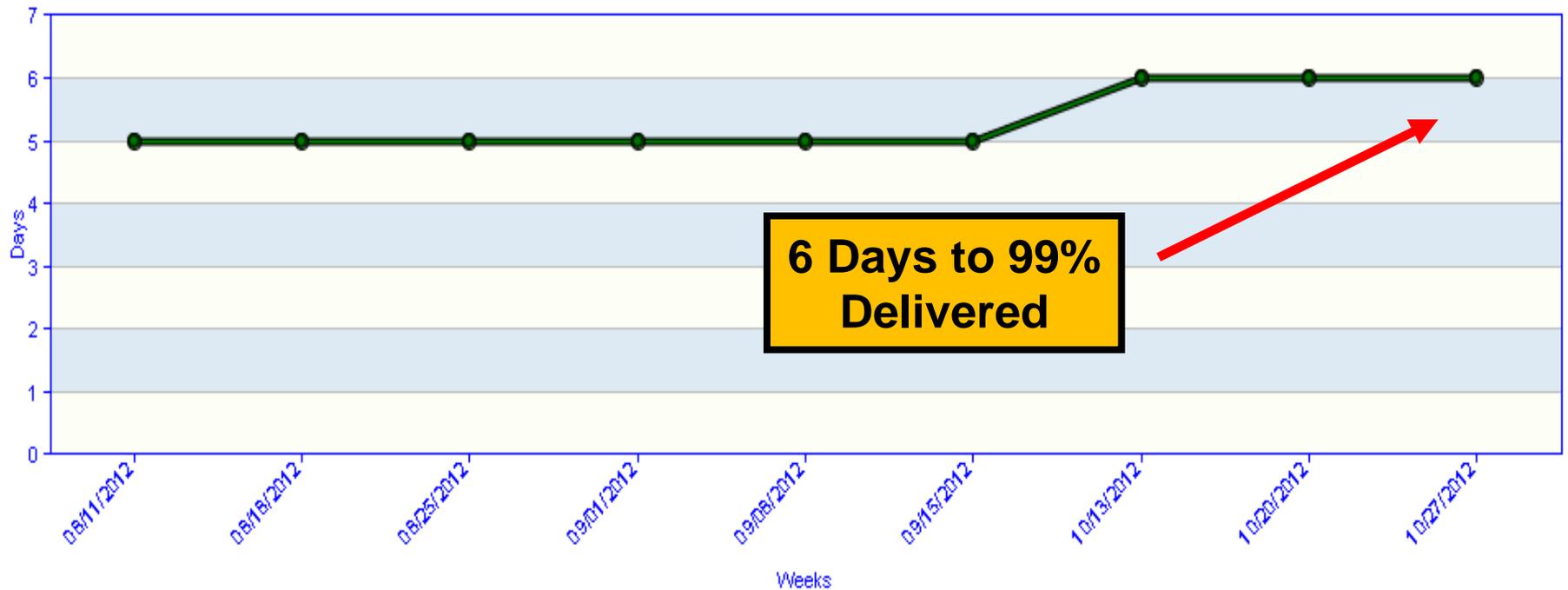
## Days to 99% Delivered

Selection Criteria

Entry Discount  Facility  Class  Shape  Svc Std

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

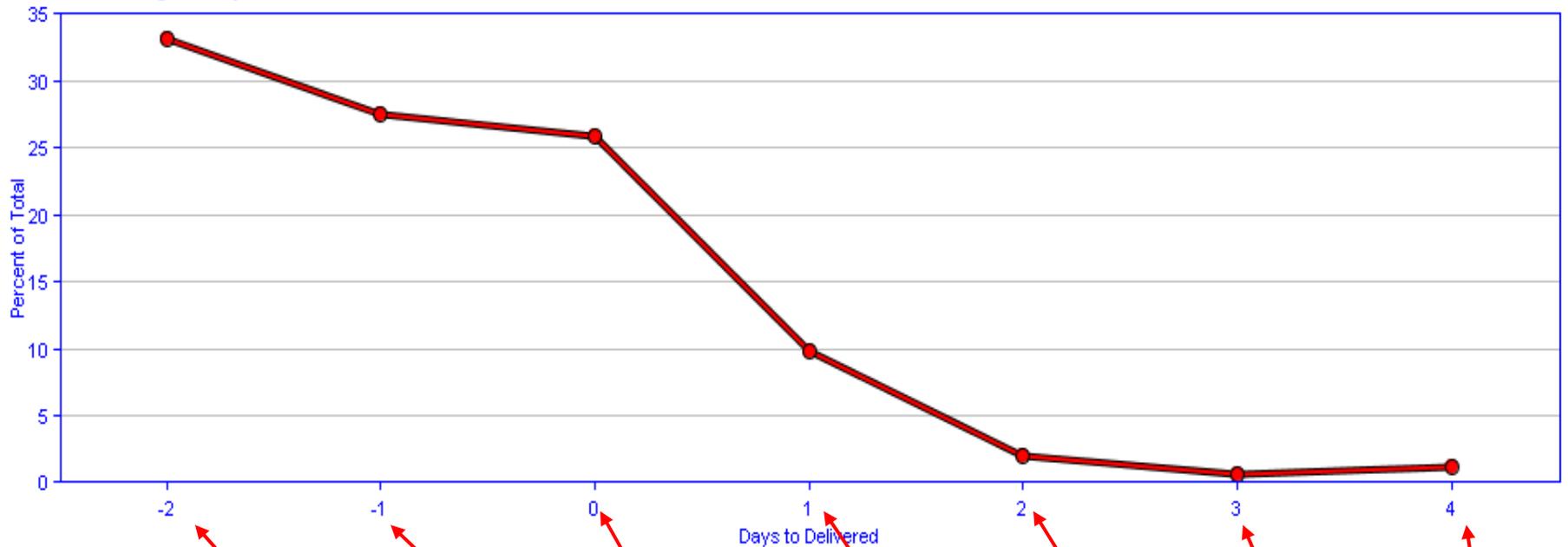
National at 99% Delivered



\*Rolling 12 Weeks of Data through 10/27

## Rolling 5-Day Service Variance\*

National - Rolling 5 Day Variance



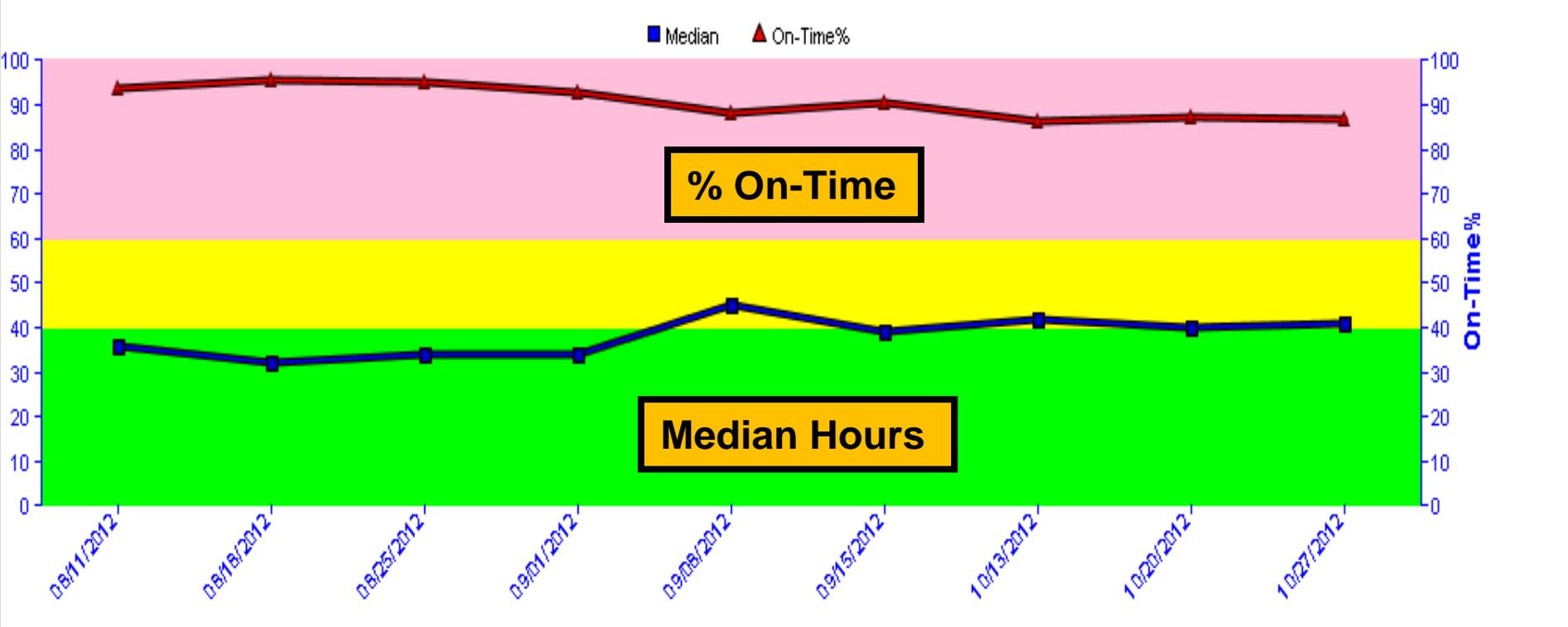
Service Variance (11/06-11/10/2012)

	Early		On-Time		Late		
<b>% of Total</b>	33.09%	27.53%	25.87%	9.80%	1.95%	0.63%	1.13%
<b>Cumulative</b>	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

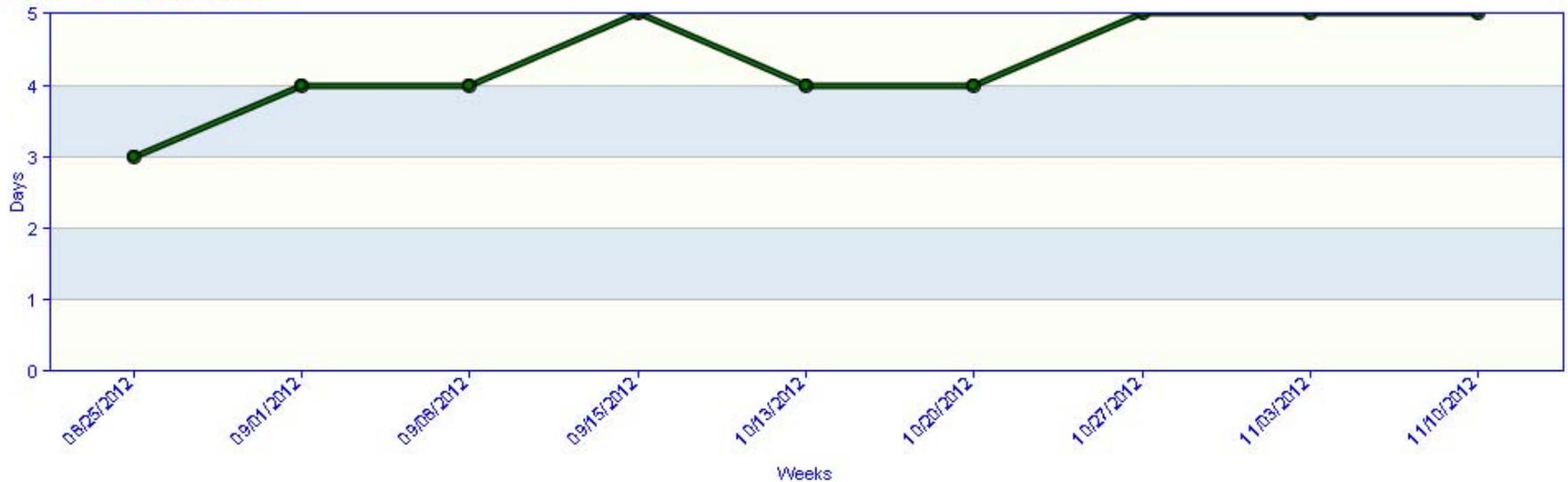
# IMb Planning Tool

Selection Criteria

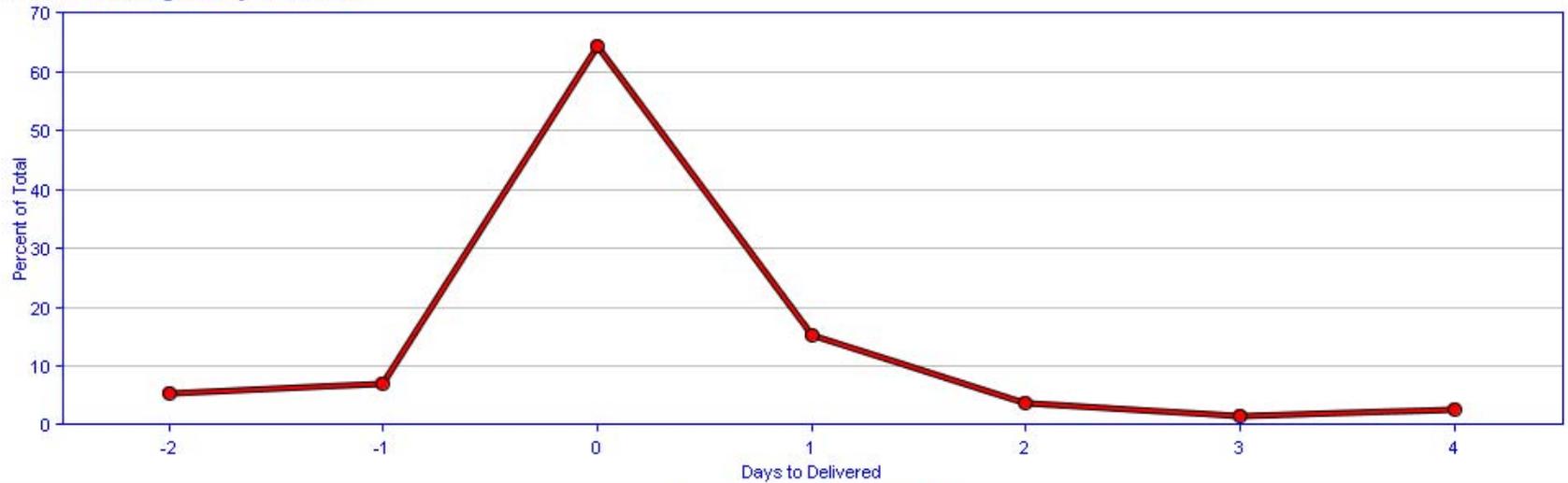
Entry Discount  Facility  Class  Shape  Svc Std  Nov 23, 2012

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			
<b>% of Total</b>	5.46%	7.10%	64.29%	15.27%	3.71%	1.63%	2.54%
<b>Cumulative</b>	5.46%	12.55%	76.85%	92.12%	95.83%	97.46%	100.00%

*National - Median Hours Trend*

