

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 |

Standard Mail

9:00 a.m. – 10:30 p.m.

Standard Focus Group Agenda Topics

Steve Dearing

Fall mailing season service review

Update on Hurricane – as to where visibility plays a role

Monday Holiday service concerns – Columbus Day example

Demo of new IMb Planning Tool

Current Informed Visibility screens

Informed Visibility

Jim Wilson

Temporary Away Identification

Vacancy Reporting

Single Source ACS

Open Discussion

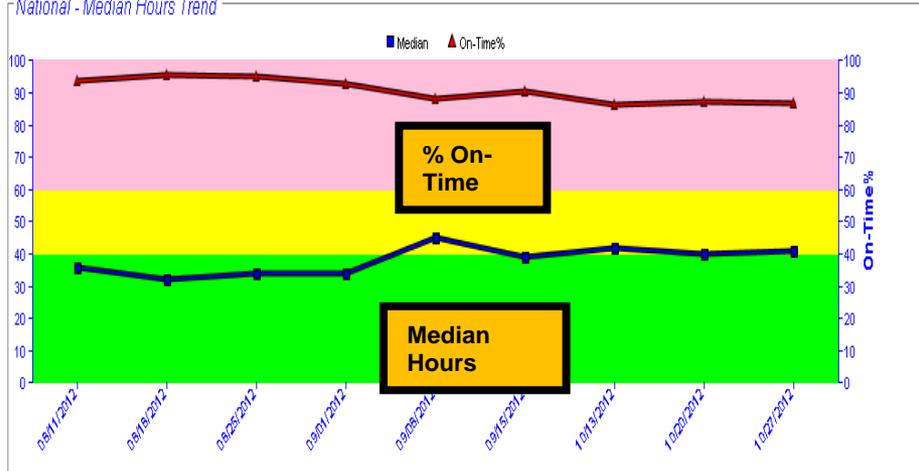
Standard

- **Can IMb dashboard include impact sites? (Exception Report – by month, by Area)**
- **Want more than the “vital few” in Exception report**
- **eDoc accepts multiple locale key - Create a simple lookup of a facility**
- **Steve Dearing will check data feed from eDOC to SASP for accuracy on Entry & Delivery points (PostalONE! Errors)**
- **Steve will work with Industry to build resource that provides ability to identify correct entry facility**
- **Industry would like to put together a “Best practices” guide with oversight from Jim**

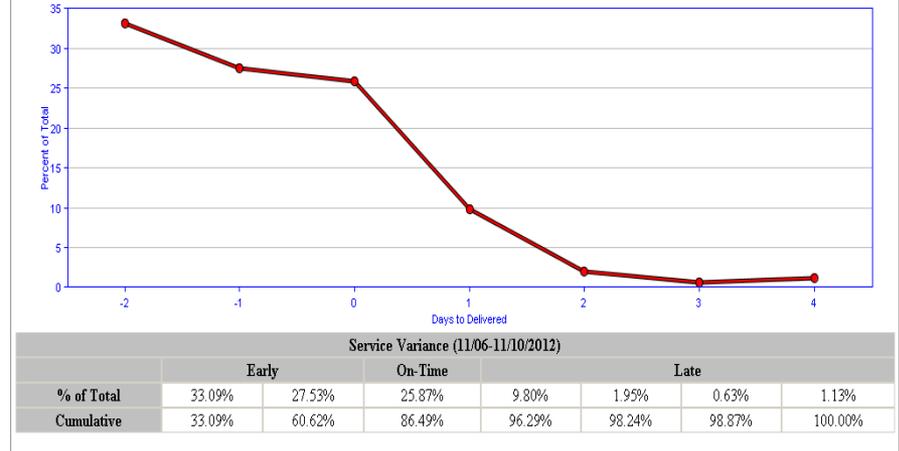
DEMO

IMb Planning Tool

National - Median Hours Trend



National - Rolling 5 Day Variance

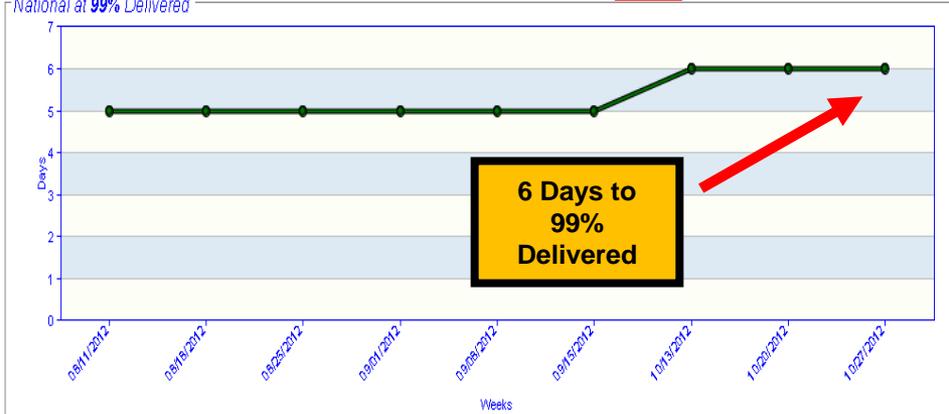


Days to 99% Delivered

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

National - Rolling 5 Day Variance

| Days to Delivered | Percent of Total |
|-------------------|------------------|
| -2 | 33.09% |
| -1 | 27.53% |
| 0 | 25.87% |
| 1 | 9.80% |
| 2 | 1.95% |
| 3 | 0.63% |
| 4 | 1.13% |

[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®

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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**

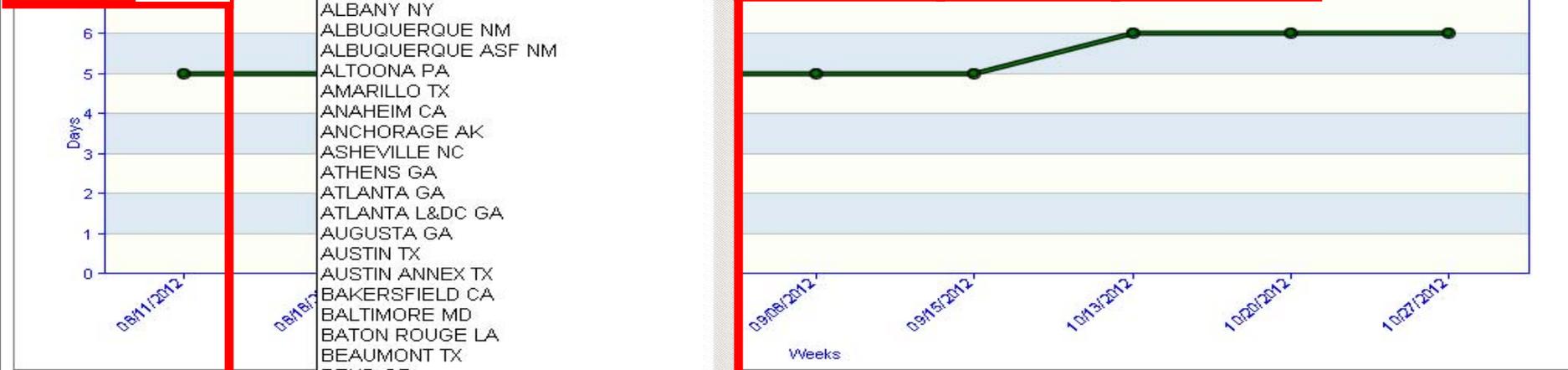
Selection Criteria

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

NDC
ADC
SCF

Standard
Periodicals
Standard

Letters
Letters
Flats



- 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

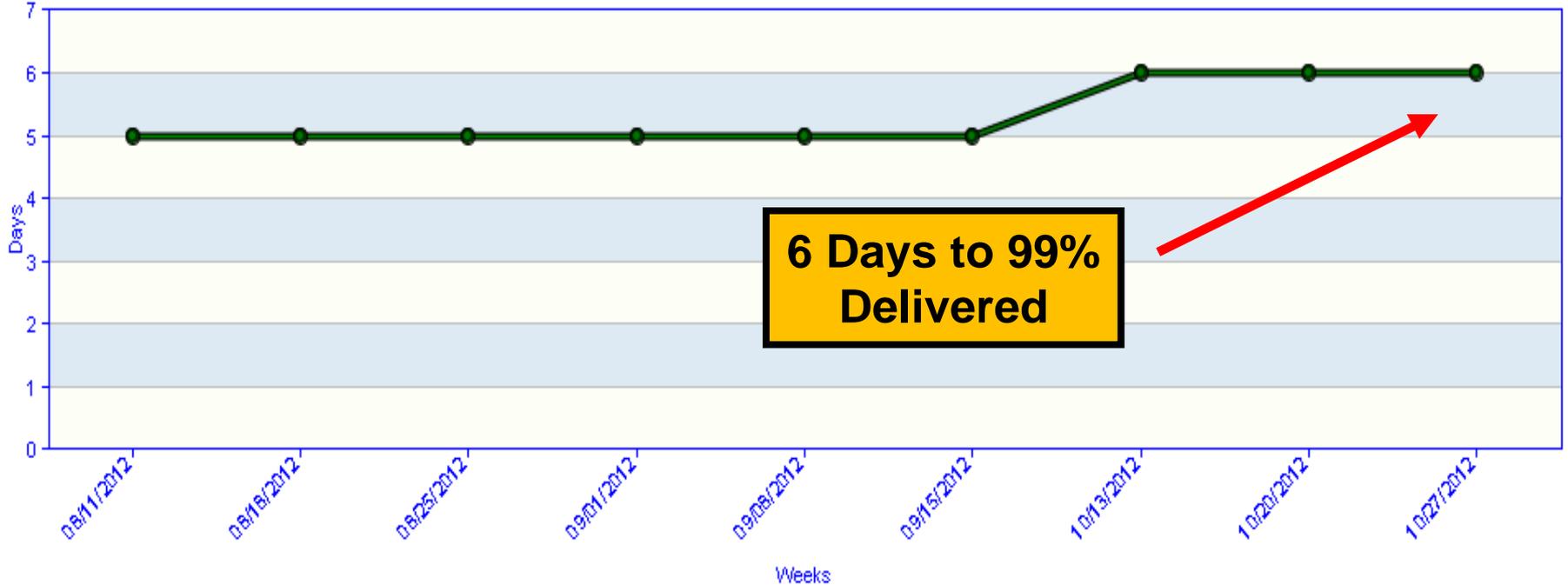
Days to 99% Delivered

Selection Criteria

Entry Discount Facility Class Shape Svc Std

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

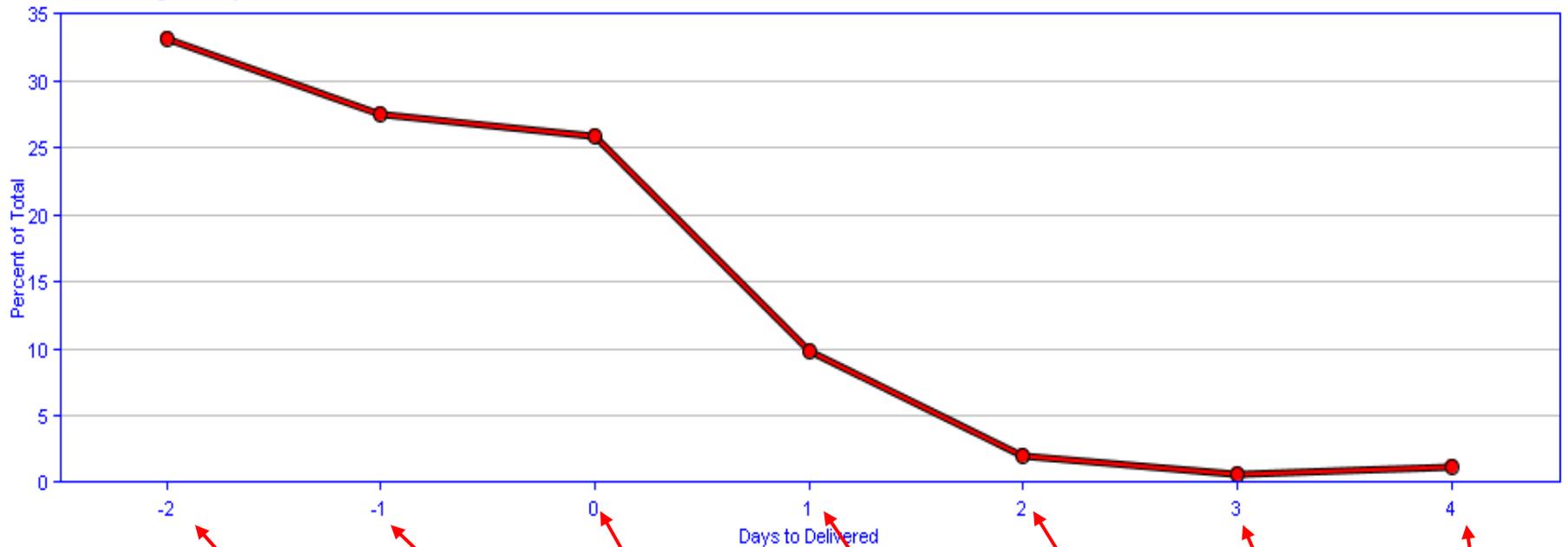
National at 99% Delivered



*Rolling 12 Weeks of Data through 10/27

Rolling 5-Day Service Variance*

National - Rolling 5 Day Variance

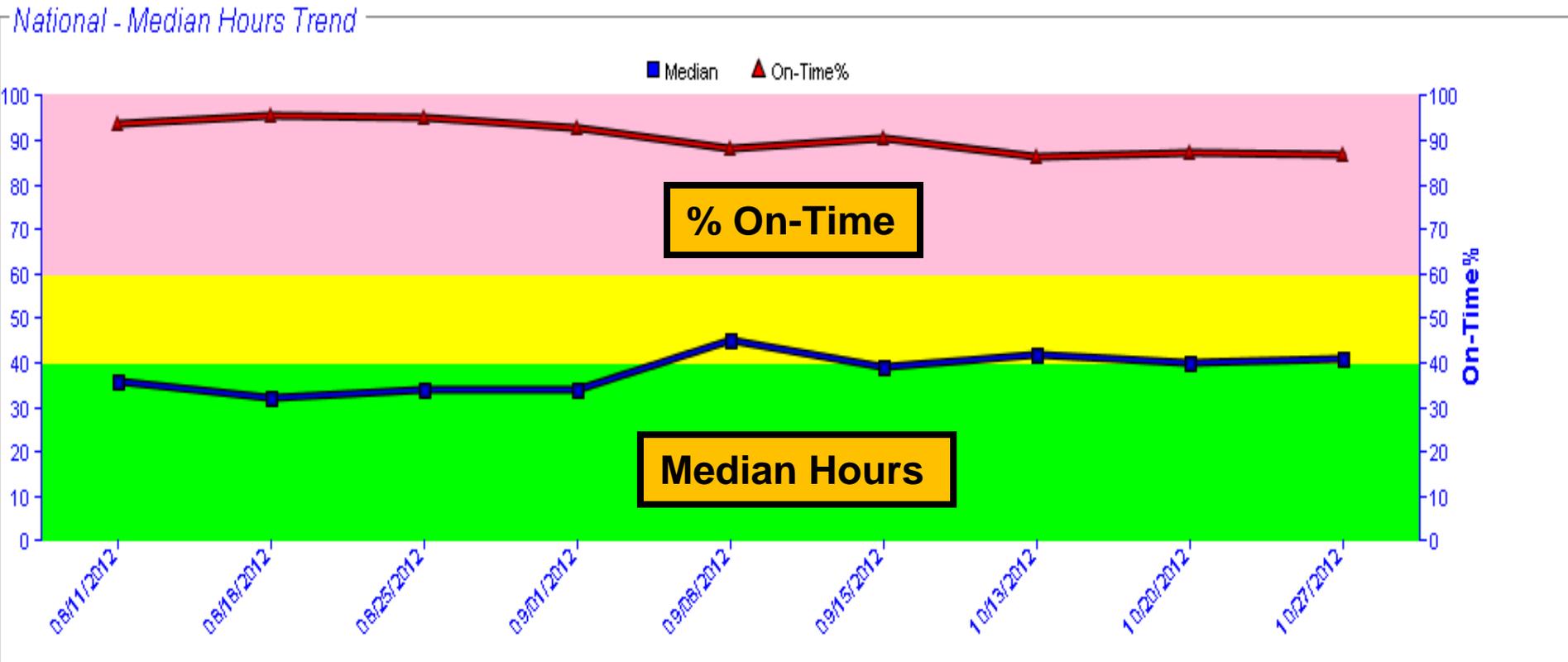


Service Variance (11/06-11/10/2012)

| | 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*



*Rolling 12 Weeks of Data through 10/27

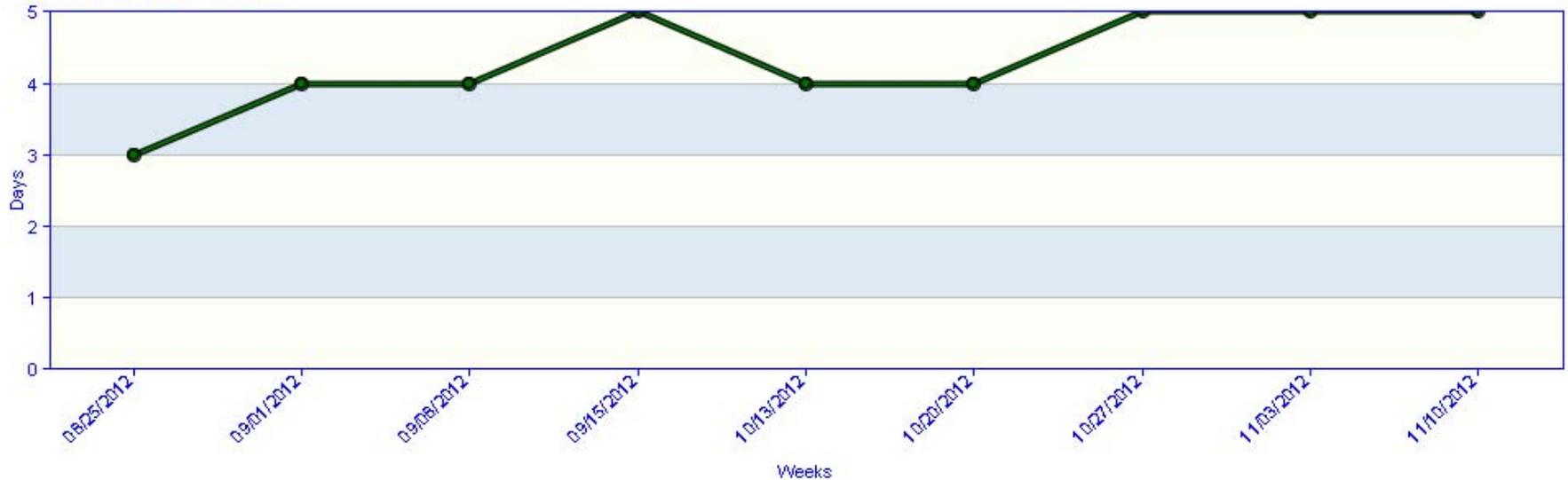
IMb Planning Tool

Selection Criteria

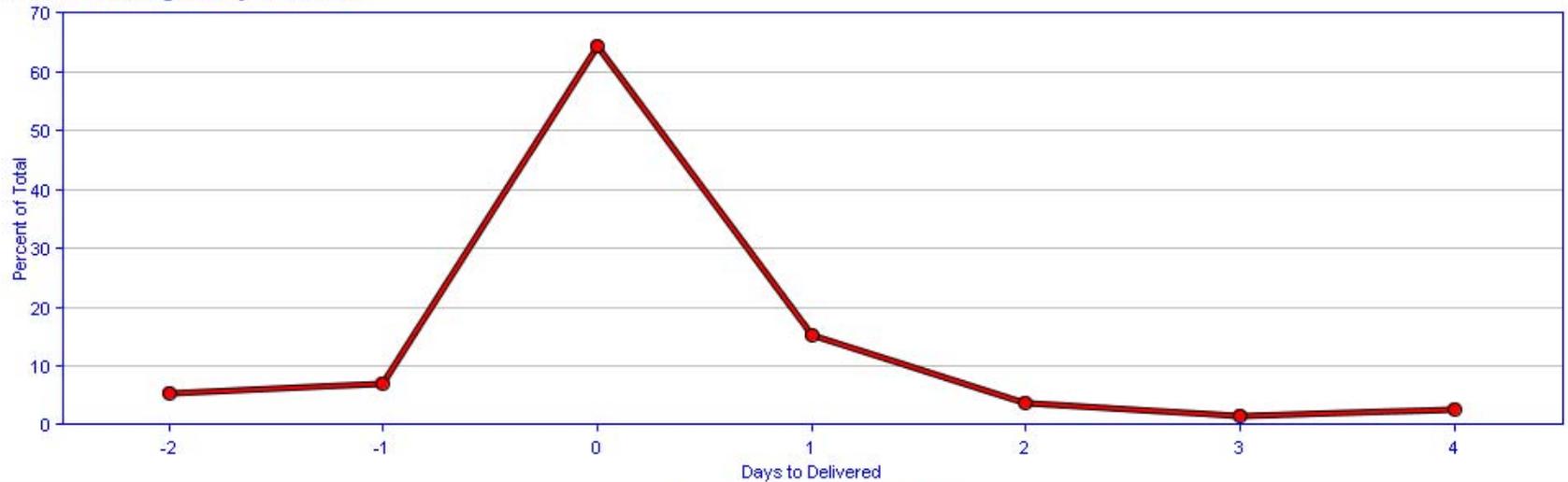
Entry Discount Facility Class Shape Svc Std Nov 23, 2012

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

