

**MTAC**  
**Visibility and Service Performance**  
**Jim Cochrane**  
**Moderator**  
**May 15, 2013**



**Standard Mail**  
**3:15 P.M. – 4:45 P.M.**

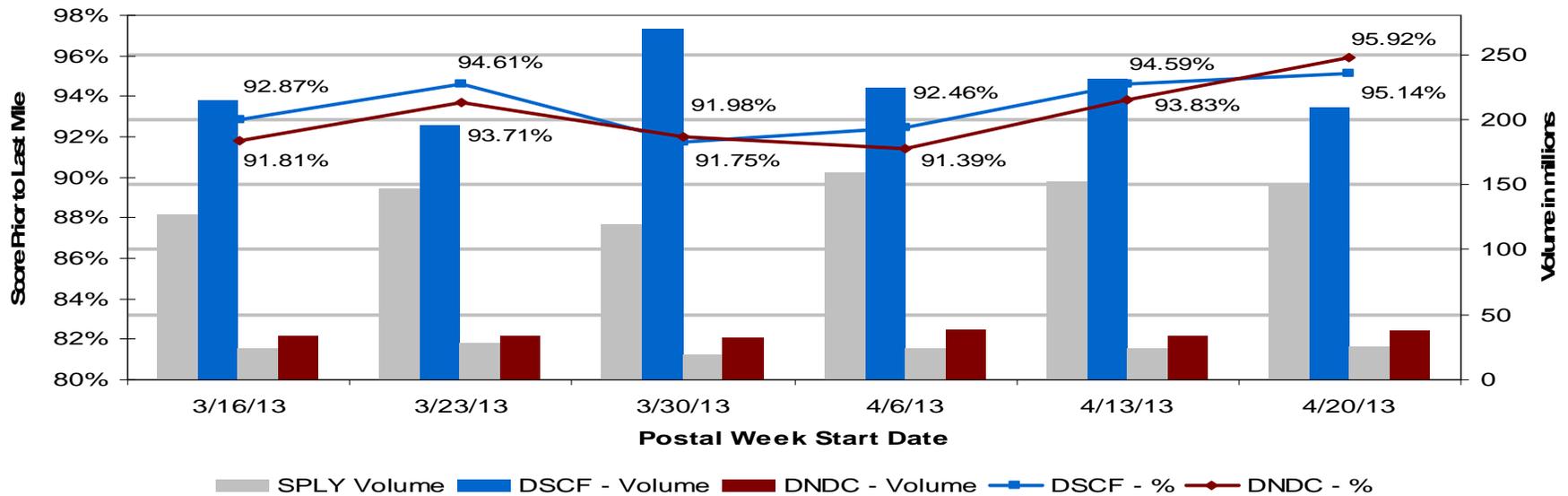
## Agenda

- ❑ **Service Issues**
  - ◆ **Inconsistent Delivery/Early Delivery**
  - ◆ **Inability to Target In Home Dates – especially on letters.**
  - ◆ **Flats still encountering some delays**
  - ◆ **Calculating in home dates – Service Standards – Day 0 confusion / who sets the standard / how is measurement refined / data filtering**
- ❑ **Scan issues – missing scan resolution, operation code anomalies**
- ❑ **Update on proposed Service Standards workgroup**
  - ◆ **Load leveling- provide supporting documentation of spike on weekends**
- ❑ **Update on Informed Visibility, communications, and education**
- ❑ **Review and improvements requested for Start-the-Clock reporting, indicating which containers are included in measurement, and the reasons for exclusion so adjustments can be made in order to fix at the mailer's end**
- ❑ **IMb Planning tool – feedback, and what can be done with the feedback – mailers reporting USPS is still relying on industry data as the IMB Planning Tool data is historical**
- ❑ **Report on “static” list of plants that are taking more than the expected number of days to destination**
- ❑ **Plan for Flat Processing**



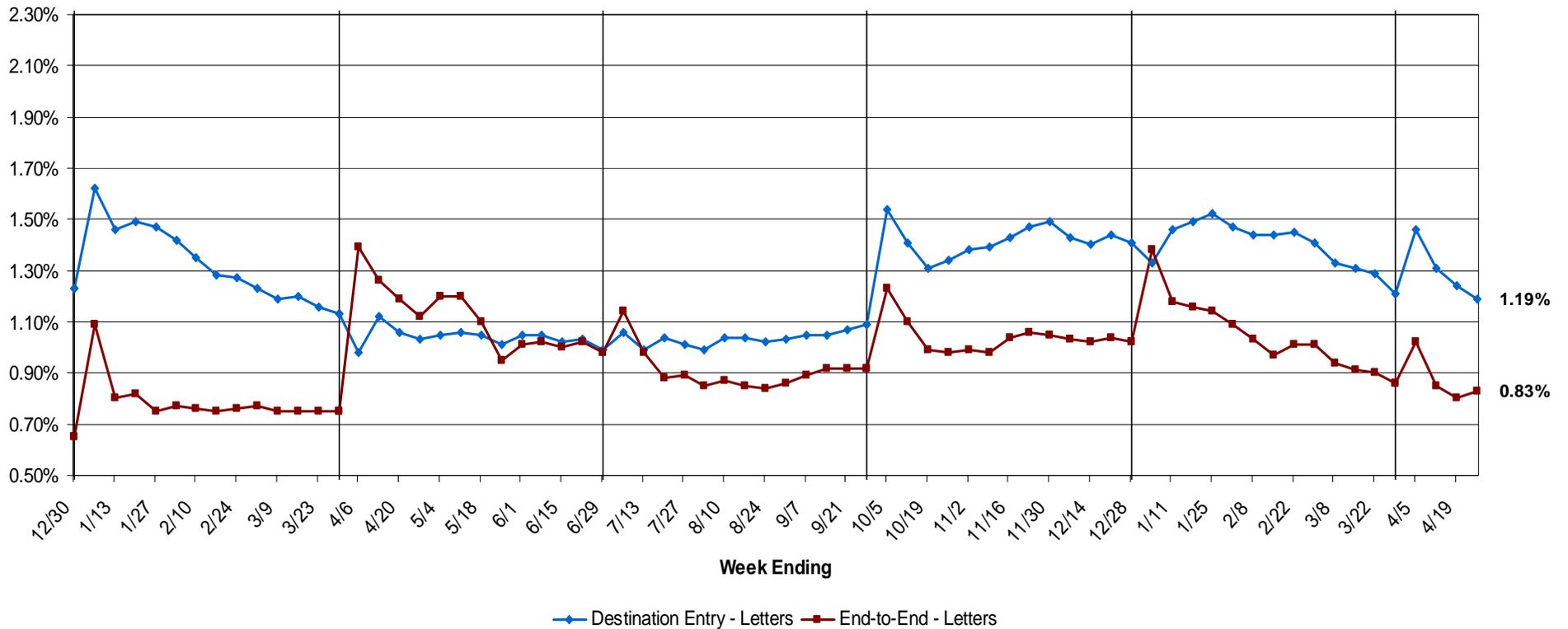
# Standard Mail® (Letters) Score Trend

**DSCF Letters scores increased by 0.55%; DNDC Letters scores increased by 2.09%**

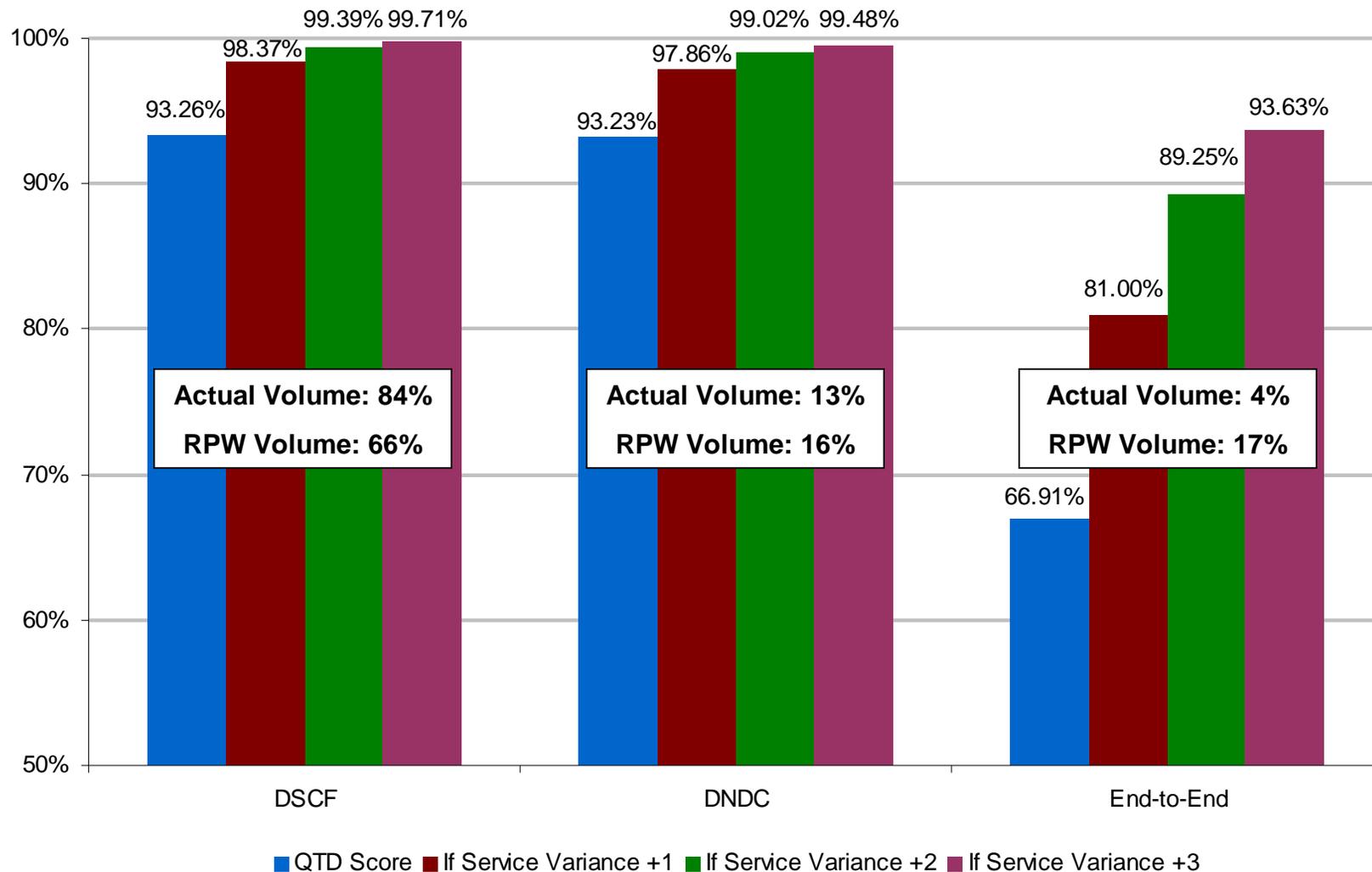


Q3 TD	Total Pieces Measured	Part 1 % On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score
SCF Letters	896,207,570	93.26%	-1.22%	92.04	90.00%	564,604,293	58.7%	91.59%
NDC Letters	138,471,215	93.23%	-1.07%	92.16	90.00%	89,891,179	54.0%	91.80%
E2E Letters	38,303,781	66.91%	-0.83%	66.08	90.00%	22,085,880	73.4%	67.54%
Total	1,072,982,566					676,581,352	58.6%	

**Destination Entry and End-to-End Last Mile Impacts were mixed**



**QTD DSCF and DNDC Standard Letters scores would be above 97.86% (prior to last mile), if pieces that failed by 1 day passed**

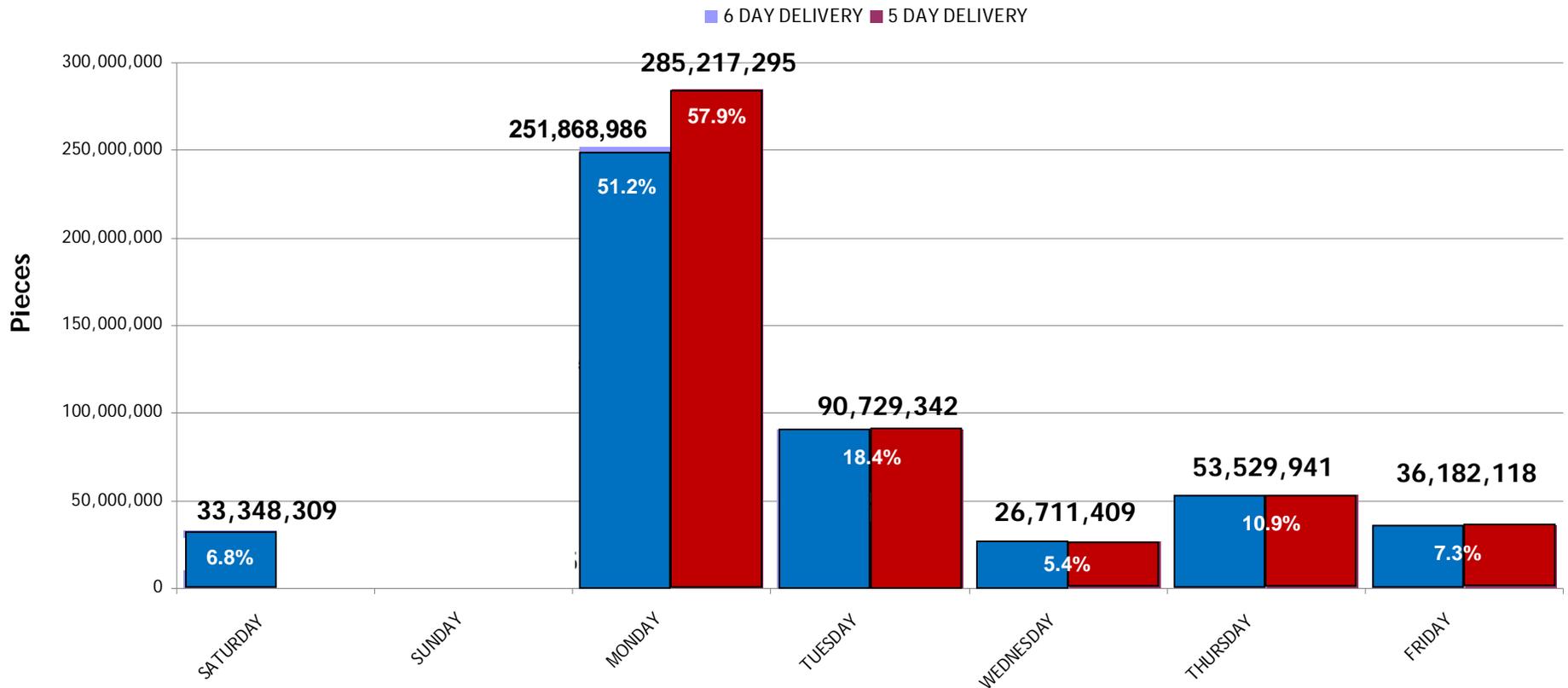


Note: Volumes may not sum to 100% due to rounding.

## Standard Letters SCF

January 2013	February 2013	March 2013	April 2013
NORTH HOUSTON	NORTH HOUSTON	NORTH HOUSTON	NORTH HOUSTON
DOMINICK V DANIELS	DOMINICK V DANIELS	DOMINICK V DANIELS	DOMINICK V DANIELS
KANSAS CITY	KANSAS CITY	KANSAS CITY	KANSAS CITY
SAN ANTONIO	SAN ANTONIO	SAN ANTONIO	
PALATINE	PALATINE	PALATINE	
	SAINT PAUL	SAINT PAUL	SAINT PAUL
	MID ISLAND	MID ISLAND	MID ISLAND

## NATIONAL STANDARD FLATS ANALYSIS DELIVERY DAY VOLUME QTR 2 FY 2013

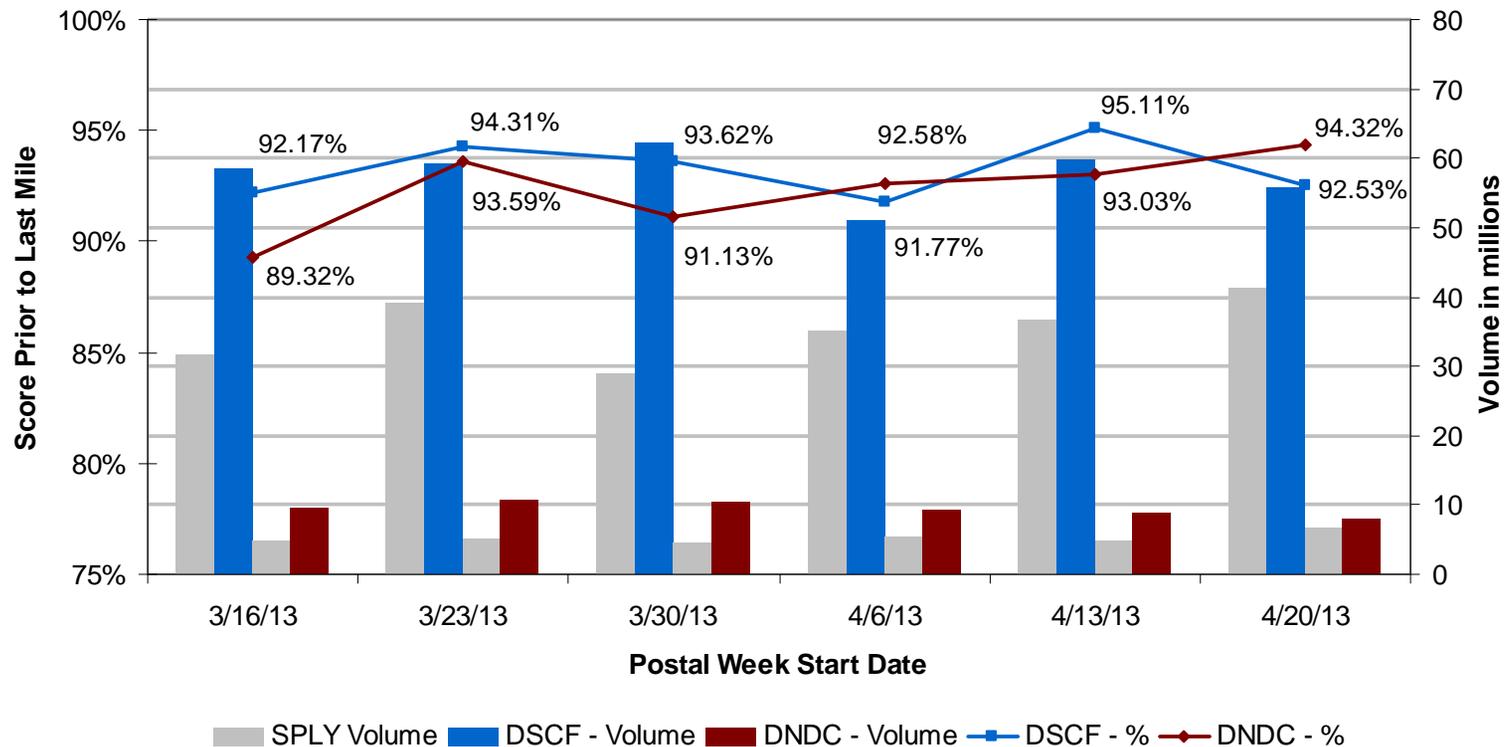


01/01/2013 - 03/31/2013



# Standard Mail® (Flats) Score Trend

**DSCF Flats scores decreased by 2.58%; DNDC Flats scores increased by 1.29%**

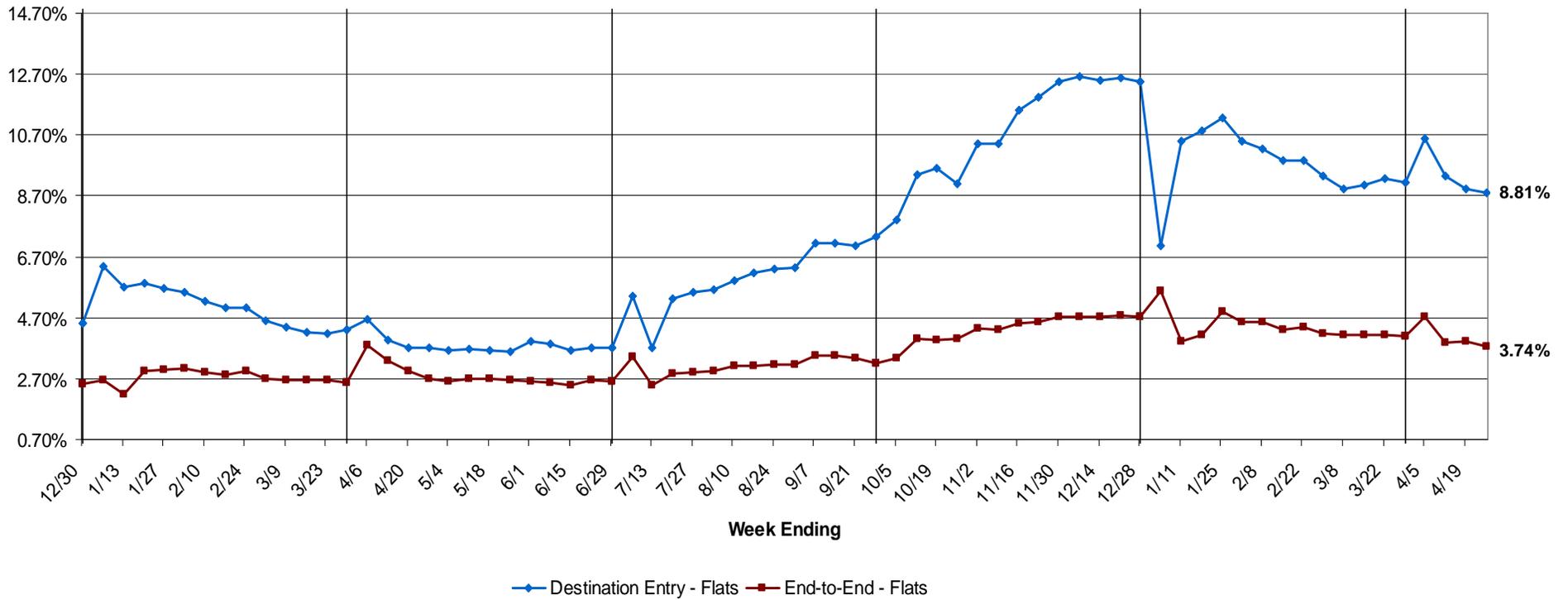


Q3 TD	Total Pieces Measured	Part 1 % On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score
SCF Flats	217,363,565	93.07%	-9.45%	83.62%	90.00%	137,016,642	58.6%	81.96%
NDC Flats	34,984,288	92.50%	-4.28%	88.22%	90.00%	20,687,874	69.1%	86.57%
E2E Flats	4,495,269	59.02%	-3.74%	55.28%	90.00%	3,489,068	28.8%	66.52%
<b>Total</b>	<b>256,843,122</b>					<b>161,193,584</b>	<b>59.3%</b>	

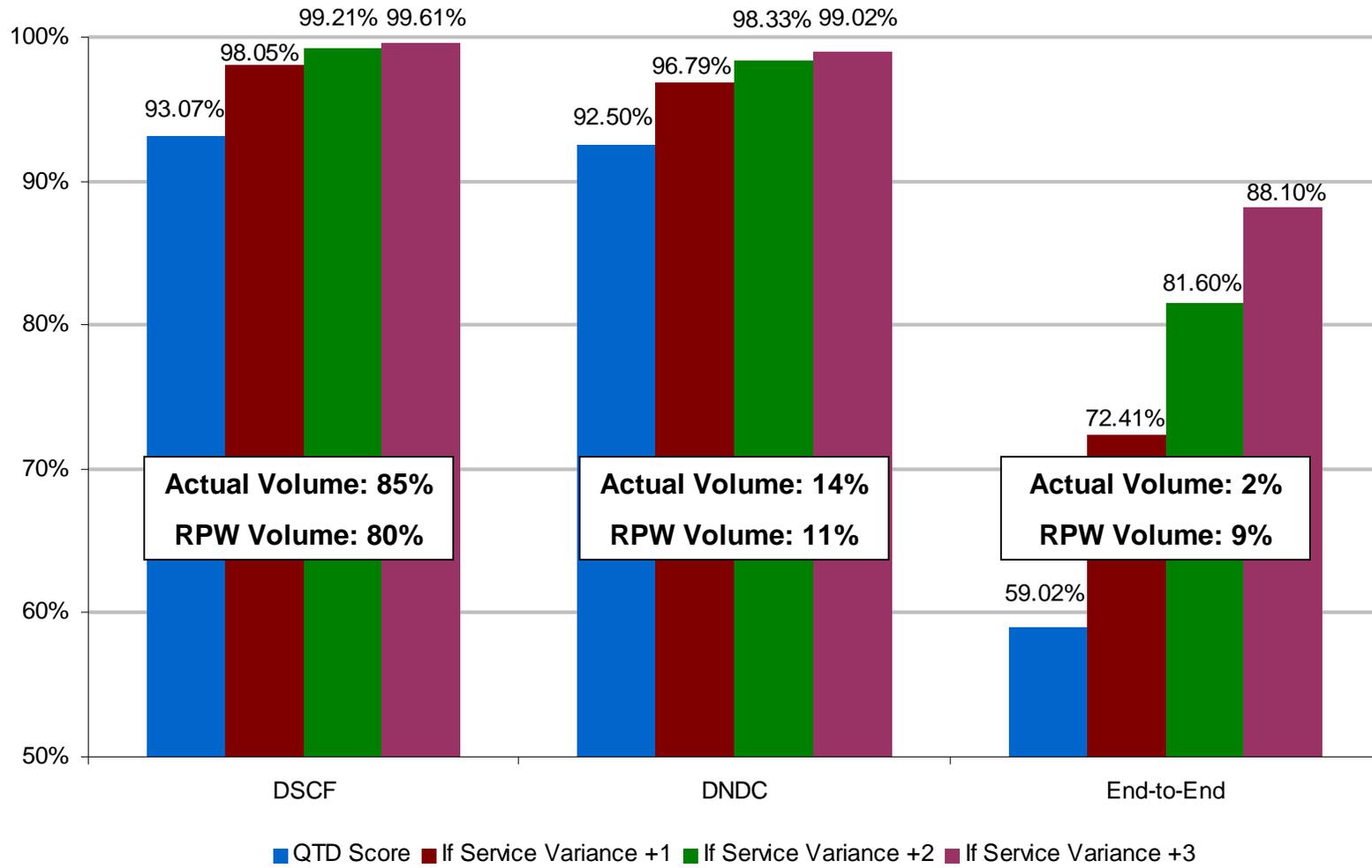


# Standard Mail® (Flats) Last Mile Impact Trend

**Destination Entry and End-to-End Last Mile Impacts decreased**



**QTD DSCF and DNDC Standard Flats scores would be above 96.79% (prior to last mile), if pieces that failed by 1 day passed**



Note: Volumes may not sum to 100% due to rounding.

Note: DDU mail pieces were not included in the RPW Volume calculation.

<b>Standard Flats SCF</b>			
<b>January 2013</b>	<b>February 2013</b>	<b>March 2013</b>	<b>April 2013</b>
<b>CHICAGO METRO SURFACE HUB</b>			
<b>SOUTH FLORIDA L &amp; DC</b>			
<b>MID ISLAND</b>	<b>MID ISLAND</b>	<b>MID ISLAND</b>	<b>MID ISLAND</b>
<b>CENTRAL MA</b>	<b>CENTRAL MA</b>	<b>CENTRAL MA</b>	
<b>SPRINGFIELD LDC</b>	<b>SPRINGFIELD LDC</b>	<b>SPRINGFIELD LDC</b>	

## **New ACS Service Proposed for January 2014**

- Change Service Requested Option 2 for Standard Mail®**
  - Allows a forwardable piece to be forwarded**
  - Charges a price for each forwarded piece via ACS™**
  - Disposes as waste any non-forwardable pieces**
  - Provides an ACS notice in every case**

- ❑ **In January 2014, we'll be separating the existing STIDs by option for a whole new flexibility for your Mailer IDs.**
  
- ❑ **Those STIDs are:**
  - **First Class: 080, 081, 082, 083, 140, 141, 240, 241**
  
  - **Standard: 090, 091, 092, 093, 142,143, 242, 243**
  
  - **Bound Printed Matter: 423, 424, 430, 431**

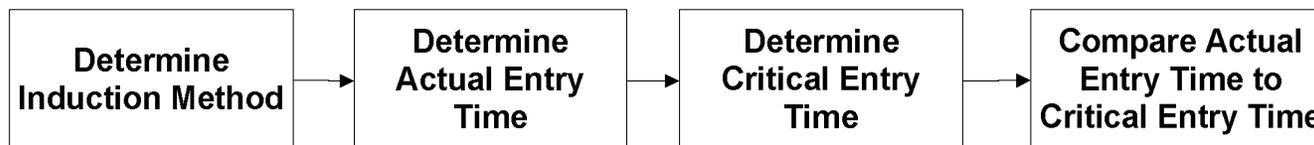
# Commercial Mail Service Performance Measurement (SPM) Overview



# Mail Processing Measurement

- ❑ **Commercial Mail Service Performance (SPM) is measured for all eligible Full Service mailpieces and is reported to the Postal Regulatory Commission (PRC) on a quarterly basis**
  
- ❑ **In order for a Full Service mailpiece to be measured, it should have:**
  - Start-the-Clock
  - Automation Scan(s)
  - Not be Excluded from Measurement (FS/SPM Business Rules)

- ❑ **Start-the-Clock is based on how the mailing is inducted:**
  - For BMEU entered mailings, it is driven by the Job Check-in time
  - For DMU Verified USPS Transported mailings, it is driven by a Container Unload Scan or the Mailer provided Scheduled Ship date from eDoc
  - For Origin Mailer Transported or Dropship mailings, it is driven by the FAST Appointment or Container Unload Scan
  
- ❑ **The above Start-the-Clock events are assessed against the appropriate Critical Entry Time (CET) to determine if Start-the-Clock is Day 0 or Day 1**





# Service Performance Measurement National CETs

National CETs have been identified for operational scenarios involving induction method, mail class, and mail preparation

		Mail Class	First-Class	Standard	Periodicals	BPM
Origin	BMEU	Non-Co-Located	1500	1500	Listed Below	1500
		Co-Located	1800	1500	Listed Below	1500
	Mailer and USPS Transported	No Separation	1900	1500	Listed Below	1500
		Working	2000			
		Presort	2100			
		Presort Assigned	2200			
		Hub - STC	2400			
		Hub - THS	0200P			
Destination	Drop-Ship	NDC, ADC, SCF, DDU	N/A	1600	Listed Below	1600
Periodicals (Origin and Destination)	FSS	No Bundle Sort Required 5-Digit/Scheme Container	N/A	N/A	1100	N/A
		Bundle Sort Required 3-Digit and Up Container	N/A		800	
	Non-FSS	No Bundle Sort Required 5-Digit/Scheme Container	N/A	N/A	1700	N/A
		Bundle Sort Required 3-Digit and Up Container	N/A		1600	

- ❑ Mail Processing Stop-the-Clock is based on the final mailpiece automation scan
  
- ❑ The time of the final mailpiece automation scan is assessed against the Clearance Time of 10:30AM (5:00AM for Bundles) to determine if the anticipated date of delivery is that day or the subsequent delivery day.
  - **Sundays and Holidays are considered non-delivery days.**
  
- ❑ The number of delivery days between the Start-the-Clock and the Anticipated delivery date are compared to the service standard to determine if the mailpiece was delivered on-time or late in mail processing.

- ❑ Exclusion rules are applied to remove mailpieces that cannot be measured accurately
- ❑ Exclusions are assessed at the container, tray, or mailpiece level
- ❑ Examples of exclusions include:
  - **Inaccurate eDoc Scheduled Ship Date vs Finalization Date**
  - **Address Change (COA / NIXIE)**
  - **Non-unique IMcb, IMtb, IMb**
  - **USPS Transported long haul containers**
  - **Invalid Entry Facility for discount (per FAST MDF v2 )**
  - **Mailing Irregularities identified in FAST or SV (Contents don't match 8125, Broken Pallet)**



# Mail Processing Measurement Example

## May 2013

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
19	20	21	22	23	24 Start-the-Clock Date	25
26	27 Holiday: Memorial Day Non-Delivery Day	28 Actual Date of Delivery Expected Date of Delivery	29	30	31	Jun, 1

### Example:

Start-the-Clock Date: 5/24

Service Standard: 2 Days

**5/26 and 5/27 are non-delivery days**

**Expected Date-of-Delivery: 5/28**

**Actual Date-of-Delivery: 5/28**

**Service Variance = 5/28/13 – 5/28/13 = 0**

Mail was delivered **on-time**