

MTAC Visibility and Service Performance



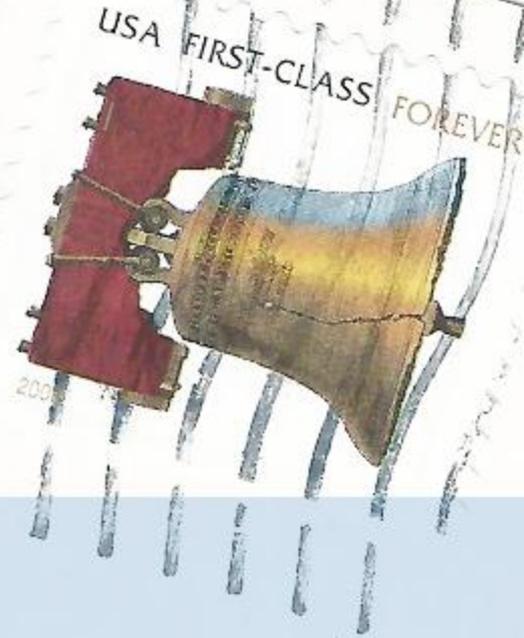
Steve Dearing
Moderator

November 20, 2013



First-Class Mail

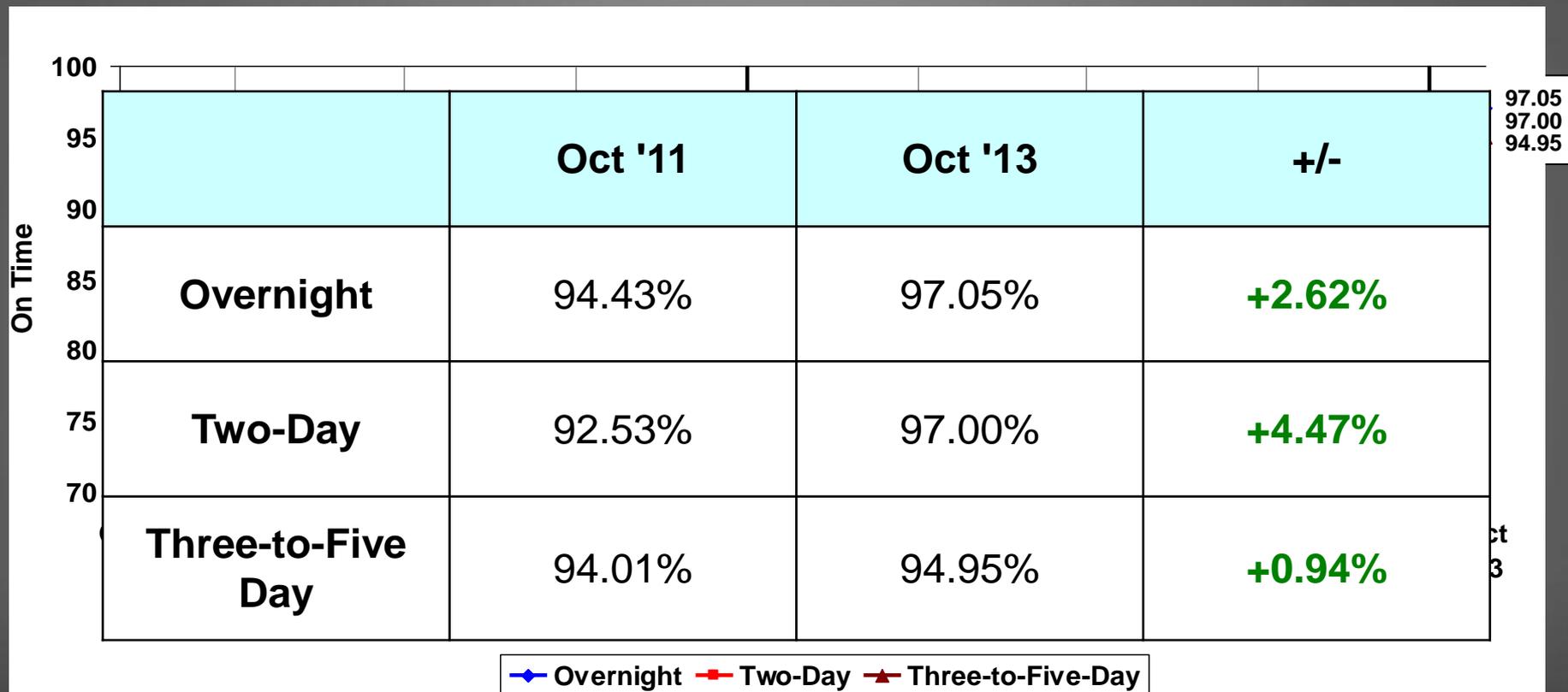
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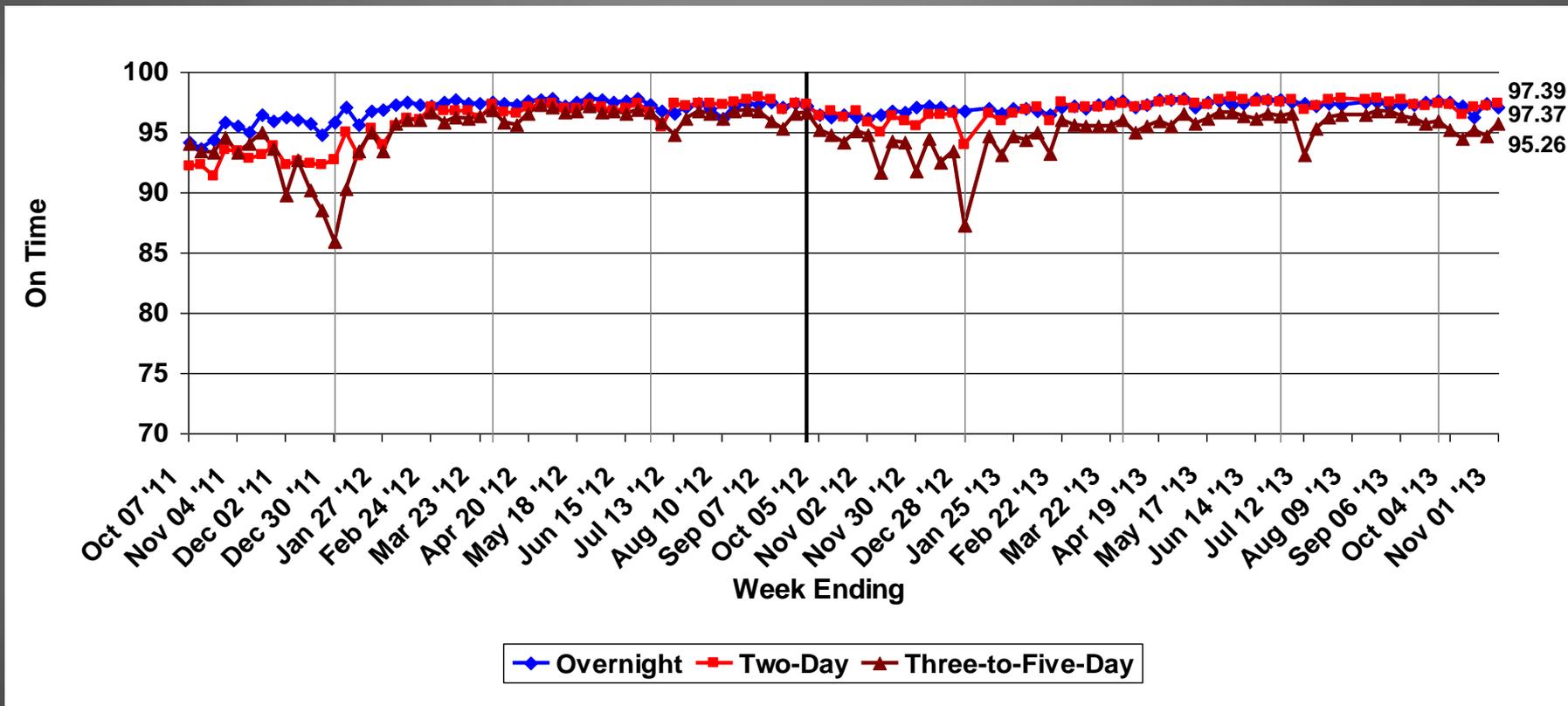
Agenda

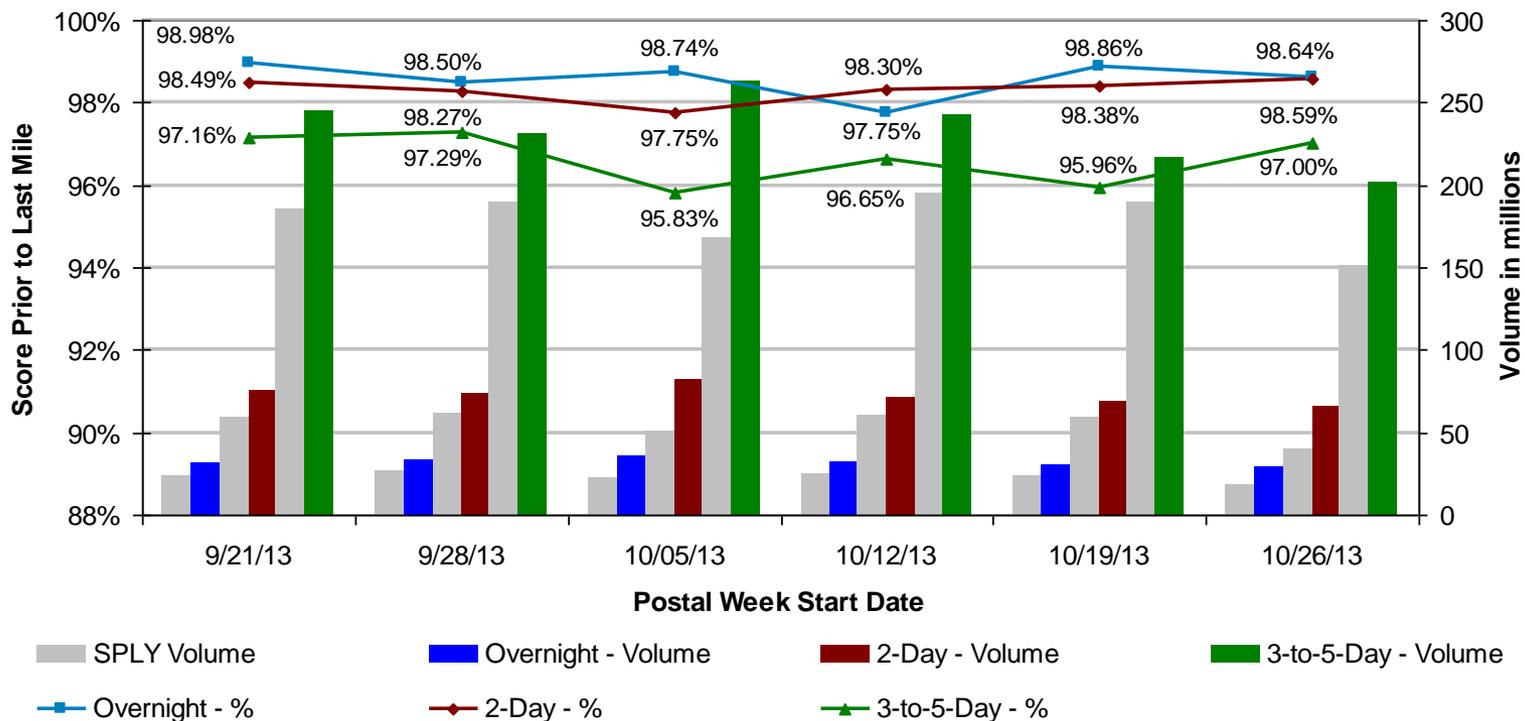
- **First-Class Mail Service Performance**
- **CASS Cycle 0**
- **Centralized Help Desk Tracking**
- **UAA Statistical Update**
- **Service Tracking Exceptions**

Commercial First-Class Mail FY12 and FY14 Performance By Month



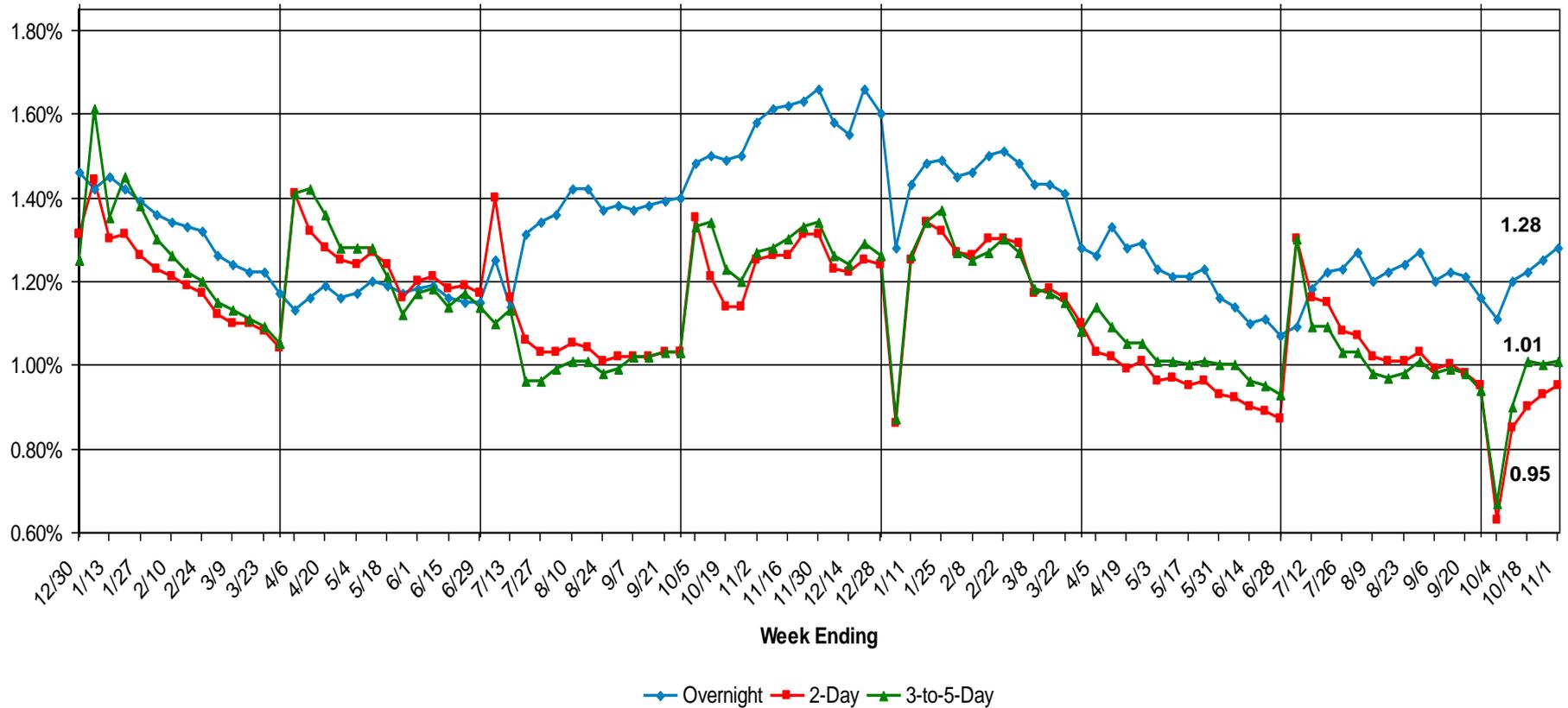
Commercial First-Class Mail FY12 to FY14 Performance By Week through Nov 1, 2013

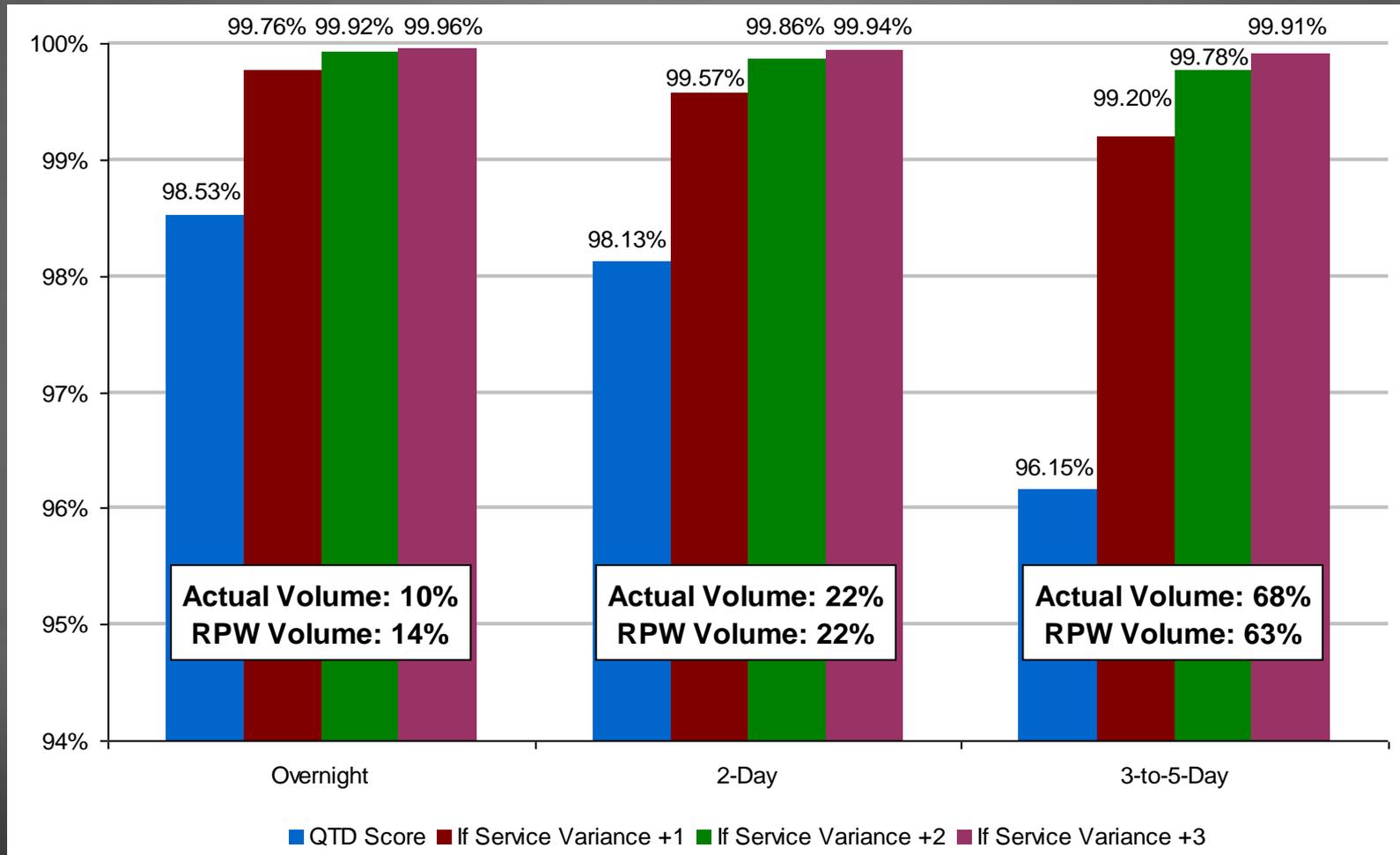




Q1 TD	Total Pieces Measured	Processing % On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score
Overnight	152,308,350	98.55%	-1.28%	97.27%	96.00%	110,865,746	37.4%	96.48%
2-Day	331,586,174	98.22%	-0.95%	97.27%	96.00%	260,997,065	27.0%	96.56%
3-to-5-Day	1,038,582,771	96.32%	-1.01%	95.31%	96.00%	857,030,380	21.2%	95.04%
Total	1,522,477,295					1,228,893,191	23.9%	

Note: Overnight Scores incorporate new Critical Entry Times (CET) for overnight mail entered at Surface Transfer Centers - retroactive to Oct 1 2013.





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

Address Management Updates



- PBSA Identifier
- PBSA/CMRA DPV® Confirmation Flag
- SuiteLink®
- 5-Digit Validation Policy
- Single Trailing-Alpha on Primary Number DPV Clarification
- R777 Coding Policy
- P. O. Box™ Only Delivery Zones Indicator
- Schedule/Milestones

- Industry expressed a need to identify PBSA addresses as PO Box deliveries

- USPS® accommodations provided to date include:
 - Identified PBSA records with Carrier Route C770 – C779
 - Added PBSA records to the CMRA table in DPV®
 - Created a separate PBSA table in DPV

- Industry requested a visible method to identify PBSA addresses when presented by a customer
 - PBSA is a competitive product
 - Addressing requirements for PBSA to be consistent with requirements applied to CMRA addressing
 - Decision regarding creation of a unique Secondary Designator for PBSA addresses to be determined at a later date

- A new DPV® Footnote of “PB” will be created to identify PBSA records. This footnote must be returned when the address is found in the PBSA Table
- CASS software must return the appropriate designator for PBSA or CMRA confirmed addresses
- If a new PBSA secondary designator is defined the AMS database will be updated to show new designator
- No NCOA^{Link}® issues anticipated in relation to this requirement
 - New side address is reconstructed using current ZIP + 4® data enabling return of the appropriate secondary designator for PBSA or CMRA confirmed addresses

- If the input address matches to a high-rise or street default record, CASS™ software must query SuiteLink to determine if a more precise ZIP + 4® match is available
- If a SuiteLink match is found, the software must insert the valid secondary information into the output information as a requirement of **CASS certification**
 - End user can specify whether to output SuiteLink results or not
- The current policy states the SuiteLink determined secondary information does not have to be appended to the address shown on the mailpiece remains in effect
- The correct 11-digit delivery point code must be used on the mailpiece as determined by the SuiteLink match
- CASS software can return any secondary extraneous information in several **optional** formats based on the input address

Fiscal Year	Records Processed	% Change From Last Year	Candidate Records	% Change From Last Year	Records Matched	% Change From Last Year	Match Rate* Per Year
2007	106,082,563,771		486,635,644		12,906,405		2.65%
2008	233,712,291,467	120.31%	2,582,525,310	430.69%	103,016,280	698.18%	3.99%
2009	316,657,088,182	35.49%	3,250,109,421	25.85%	160,676,448	55.97%	4.94%
2010	480,241,376,917	51.66%	5,352,228,944	64.68%	288,570,848	79.60%	5.39%
2011	553,718,517,884	15.30%	7,637,173,258	42.69%	384,316,116	33.18%	5.03%
2012	597,019,253,733	24.32%	10,911,749,008	42.88%	417,918,370	8.74%	3.83%
2013	517,687,008,714	-6.51%	10,022,268,580	-8.15%	339,494,211	-18.77%	3.39%
Totals	2,805,118,100,668		40,242,690,165		1,706,898,678		4.24%

Match Rate Calculation on Records Matched / Candidate Records Totals for Full Service Providers Processing In Normal Mode Only

- Current DMM® rule states that the Street, City, State and ZIP Code™ must all correspond to be considered a valid ZIP Code for the purpose of presort and automation discounts.
- CASS™ software must validate the City, State and ZIP Code.
- Only where the output City, State and ZIP Code correspond can an address be counted on PS Form 3553 as a validated 5-digit ZIP Code
- A new flag will be populated to identify if the 5-digit ZIP Code is eligible to be counted on PS Form 3553 documentation
- Options are provided for how CASS software returns information that will appear on the address

- Technical clarification to improve DPV® confirmation for addresses with an alphanumeric primary number construction; 123A Main Street
- When a Primary Number is numeric with a Single Trailing Alpha (**with no secondary present on input**) and it does not DPV® confirm the Single Trailing Alpha should be dropped and a second attempt made to DPV confirm the address
- If the address then DPV confirms, software must return an ‘S’ DPV footnote code to indicate the trailing alpha was not used to match to DPV
- The returned Primary Number must be the one returned from the ZIP+4 match (**which includes the trailing alpha**)

CURRENT RULE

NEW RULE

Input: **390A JAMES AVE
COVINGTON TN 38019**

**390A JAMES AVE
COVINGTON TN 38019**

EMDP (w/ alpha): **38019 3328 0000390 A**

38019 3328 0000390 A

DPV (w/ alpha): **N**

N (TRY W/O TRAILING ALPHA)

EMDP (w/o alpha): **NOT ALLOWED**

38019 3328 0000390

DPV (w/o alpha):

S

Output: **390A JAMES AVE
COVINGTON TN 38019**

**390A JAMES AVE
COVINGTON TN 38019-3328**

**Output address must be what was returned from
ZIP+4® Lookup (not what was used in DPV® lookup)**

**390 JAMES AVE # A (not allowed)
COVINGTON TN 38019-3328**

- Physical addresses that are assigned to a phantom route of R777 but are **not** eligible for street delivery
 - Added to DPV® to facilitate validation of addresses as legitimate, non-mailing addresses
- The ZIP + 4® from matched record cannot be returned by CASS software
 - Cannot be counted on PS Form 3553 as a ZIP + 4® coded record
- A new DPV Footnote of “R7” will be created to identify these records
 - Must be returned by CASS software when the address matches a carrier route of R777 to indicate that the address is not expected to be deliverable by the Postal Service
- Software can be configured to return a DPV return code of “N” if desired by end user

- USPS® has deployed an additional value in the City/State Product to flag **P.O. Box Only Delivery Zones**
- The file layout utilizes “P” as the Copyright Detail Code
 - Indicates where a community only receives mail using P.O. Box™ address
- Different from the existing ZIP™ Classification code “P” located in the City/State Detail record

Field Reference Numbers	Field Description	Logical Length	Relative Position From/Thru	Content Notes
1	Copyright Detail Code	01	01-01	P = P.O. Box™ Only Delivery Zones
2	ZIP Code™	05	02-06	
3	Filler	123	07-129	

Example: P38088

- A P.O. Box only flag will be added to CASS™ Testing. Software must return a ‘Y’ when a record is in P.O. BOX™ Only Delivery Zone.
- Online software may use the P.O. Box Only Delivery Zone flag as a cue to prompt customers for their mailing address when the address provided was not a P.O. Box address
- The P.O. Box Only Delivery Zone record will be added to the City/State Product on the January 2014 release cycle

Annual Meeting	September 2013 ✓
Official Rules Release	November 2013
Send Static Data	March 2014
Stage I Release	March 2014
Stage II Release	May 2014
MASS test decks available	August 2014
CASS Developers Certification Completed	December 2014
MASS Manufacturers Certification Completed	January 2015
Software Released to End-users NLT	March 2015
Expiration of CASS™ Cycle N	July 2015
Implementation of CASS Cycle O	August 2015
Expiration of CASS Cycle O	July 2017

A new study of Undeliverable-as-Address (UAA) Mail is proposed for 2015 (calendar year)

- Volume, cost, root causes and characteristics

The study will replicate the FY2004 UAA Study with potential expansion into the following areas:

- Volume/Cost of Secure Destruction
- More granularity into differences of Full Service ACS™ vs. OneCode ACS® vs. Traditional ACS
- Effect of PARS and FPARS on UAA Costs
- Cost efficiencies of RFS deployment
- Volume/Cost of FOIA Change-of-Address requests
- Lag time from Mail Entry to UAA Reporting

Total UAA - All Classes

	Forwarded				Returned to Sender				Treated As Waste			
	Cost (000)	% Chg	Volume (000)	% Chg	Cost (000)	% Chg	Volume (000)	% Chg	Cost (000)	% Chg	Volume (000)	% Chg
FY04	\$ 421,927		1,985,160		\$ 822,494		1,603,290		\$ 269,804		6,135,879	
FY08	\$ 401,353	-4.9%	1,777,364	-10.5%	\$ 780,027	-5.2%	1,434,640	-10.5%	\$ 337,579	25.1%	6,097,089	-0.6%
FY09	\$ 321,381	-19.9%	1,343,180	-24.4%	\$ 806,027	3.3%	1,579,341	10.1%	\$ 252,629	-25.2%	4,306,328	-29.4%
FY10	\$ 294,738	-8.3%	1,234,646	-8.1%	\$ 817,463	1.4%	1,593,368	0.9%	\$ 246,214	-2.5%	4,120,591	-4.3%
FY11	\$ 271,842	-7.8%	1,116,245	-9.6%	\$ 777,643	-4.9%	1,504,490	-5.6%	\$ 266,394	8.2%	4,400,072	6.8%
FY12	\$ 271,350	-0.2%	1,116,642	0.0%	\$ 789,433	1.5%	1,530,049	1.7%	\$ 257,387	-3.4%	4,112,809	-6.5%
FY04 vs FY12		-35.7%		-43.8%		-4.0%		-4.6%		-4.6%		-33.0%
FY08 vs FY12		-32.4%		-37.2%		1.2%		6.7%		-23.8%		-32.5%

First-Class Mail®

	Forwarded				Returned to Sender				Treated As Waste			
	Cost (000)	% Chg	Volume (000)	% Chg	Cost (000)	% Chg	Volume (000)	% Chg	Cost (000)	% Chg	Volume (000)	% Chg
FY04	\$ 350,468		1,819,366		\$ 584,735		1,466,006		\$ 3,813		45,980	
FY08	\$ 317,252	-9.5%	1,621,540	-10.9%	\$ 520,610	-11.0%	1,292,474	-11.8%	\$ 5,012	31.4%	43,952	-4.4%
FY09	\$ 255,503	-19.5%	1,226,096	-24.4%	\$ 611,041	17.4%	1,489,470	15.2%	\$ 3,681	-26.6%	31,095	-29.3%
FY10	\$ 238,992	-6.5%	1,134,155	-7.5%	\$ 634,316	3.8%	1,507,631	1.2%	\$ 5,365	45.7%	45,285	45.6%
FY11	\$ 220,264	-7.8%	1,025,579	-9.6%	\$ 604,887	-4.6%	1,423,497	-5.6%	\$ 7,362	37.2%	61,172	35.1%
FY12	\$ 218,897	-0.6%	1,027,451	0.2%	\$ 613,796	1.5%	1,446,215	1.6%	\$ 7,708	4.7%	63,477	3.8%
FY04 vs FY12		-37.5%		-43.5%		5.0%		-1.4%		102.1%		38.1%
FY08 vs FY12		-31.0%		-36.6%		17.9%		11.9%		53.8%		44.4%

Total UAA - All Classes

	Forwarded				Returned to Sender				Treated As Waste			
	Cost (000)	% Chg	Volume (000)	% Chg	Cost (000)	% Chg	Volume (000)	% Chg	Cost (000)	% Chg	Volume (000)	% Chg
FY04	\$ 421,927		1,985,160		\$ 822,494		1,603,290		\$ 269,804		6,135,879	
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FY12	\$ 271,350	-0.2%	1,116,642	0.0%	\$ 789,433	1.5%	1,530,049	1.7%	\$ 257,387	-3.4%	4,112,809	-6.5%
FY04 vs FY12		-35.7%		-43.8%		-4.0%		-4.6%		-4.6%		-33.0%
FY08 vs FY12		-32.4%		-37.2%		1.2%		6.7%		-23.8%		-32.5%

Standard Mail®

	Forwarded				Returned to Sender				Treated As Waste			
	Cost (000)	% Chg	Volume (000)	% Chg	Cost (000)	% Chg	Volume (000)	% Chg	Cost (000)	% Chg	Volume (000)	% Chg
FY04	\$ 11,222		32,866		\$ 165,733		93,893		\$ 248,392		5,981,937	
FY08	\$ 11,967	6.6%	31,197	-5.1%	\$ 169,793	2.4%	95,517	1.7%	\$ 312,419	25.8%	5,952,796	-0.5%
FY09	\$ 10,985	-8.2%	25,731	-17.5%	\$ 107,214	-36.9%	48,453	-49.3%	\$ 227,612	-27.1%	4,173,949	-29.9%
FY10	\$ 8,194	-25.4%	23,754	-7.7%	\$ 101,676	-5.2%	46,518	-4.0%	\$ 221,854	-2.5%	3,984,514	-4.5%
FY11	\$ 7,728	-5.7%	21,290	-10.4%	\$ 92,539	-9.0%	41,921	-9.9%	\$ 238,182	7.4%	4,244,915	6.5%
FY12	\$ 6,439	-16.7%	20,386	-4.2%	\$ 85,613	-7.5%	42,529	1.5%	\$ 227,743	-4.4%	3,951,921	-6.9%
FY04 vs FY12		-42.6%		-38.0%		-48.3%		-54.7%		-8.3%		-33.9%
FY08 vs FY12		-46.2%		-34.7%		-49.6%		-55.5%		-27.1%		-33.6%

RPW Volume	UAA %		RPW Growth/ Decline	UAA Growth/ Decline
109,244,891	2.52%	<i>FY1981</i>	-	-
170,623,520	2.84%	<i>FY1993</i>	56.18%	75.74%
197,513,848	4.71%	<i>FY1998</i>	15.76%	92.22%
205,261,930	4.74%	<i>FY2004</i>	3.92%	4.47%
202,702,926	4.59%	<i>FY2008</i>	-1.25%	-4.27%
176,744,823	4.09%	<i>FY2009</i>	-12.81%	-22.35%
170,573,704	4.07%	<i>FY2010</i>	-3.49%	-3.88%
168,297,342	4.17%	<i>FY2011</i>	-1.33%	1.04%
159,858,854	4.23%	<i>FY2012</i>	-5.01%	-3.72%
Average Yearly Decline			-2.50%	-3.59%

Over last 14 years, UAA has declined more than RPW by 43.7%

RSS (Rich Site Summary)

- RSS feeds currently on limited pages
 - Intelligent Mail
 - Intelligent Mail Barcode for Mailpieces
 - IMb Tracing
 - ACS
 - Zone Charts



- RSS activated on all pages on December 1
- https://ribbs.usps.gov/ribbs_rss/homepage.xml

NCOA^{Link}® PAF Update

- On October 8th, the USPS® modified the existing NCOA^{Link} Processing Acknowledgement Form (PAF) renewal policy
- The purpose of the Alternative PAF Renewal policy is to assist Licensees in streamlining their processes of maintaining an accurate account of their customers, while adhering to the guidelines set forth in the NCOA^{Link} license agreements

New Alternative PAF Policy

- Prior to customers' anniversary dates, Licensees will send PAF renewal notices
- If there are no changes, customers do not have to complete a new PAF. However if any information has changed, customers will need to update their existing PAFs
- A copy of the original PAF and the subsequent annual email, fax or letter sent via US Mail will be kept in Licensees' files for a minimum of six (6) years
- It is the responsibility of the Licensee to ensure a completed and updated PAF is maintained and is on file for each of their customers