

MTAC Visibility and Service Performance



Steve Dearing
Moderator

November 20, 2013



Standard Mail

10:45 - 12:15 PM



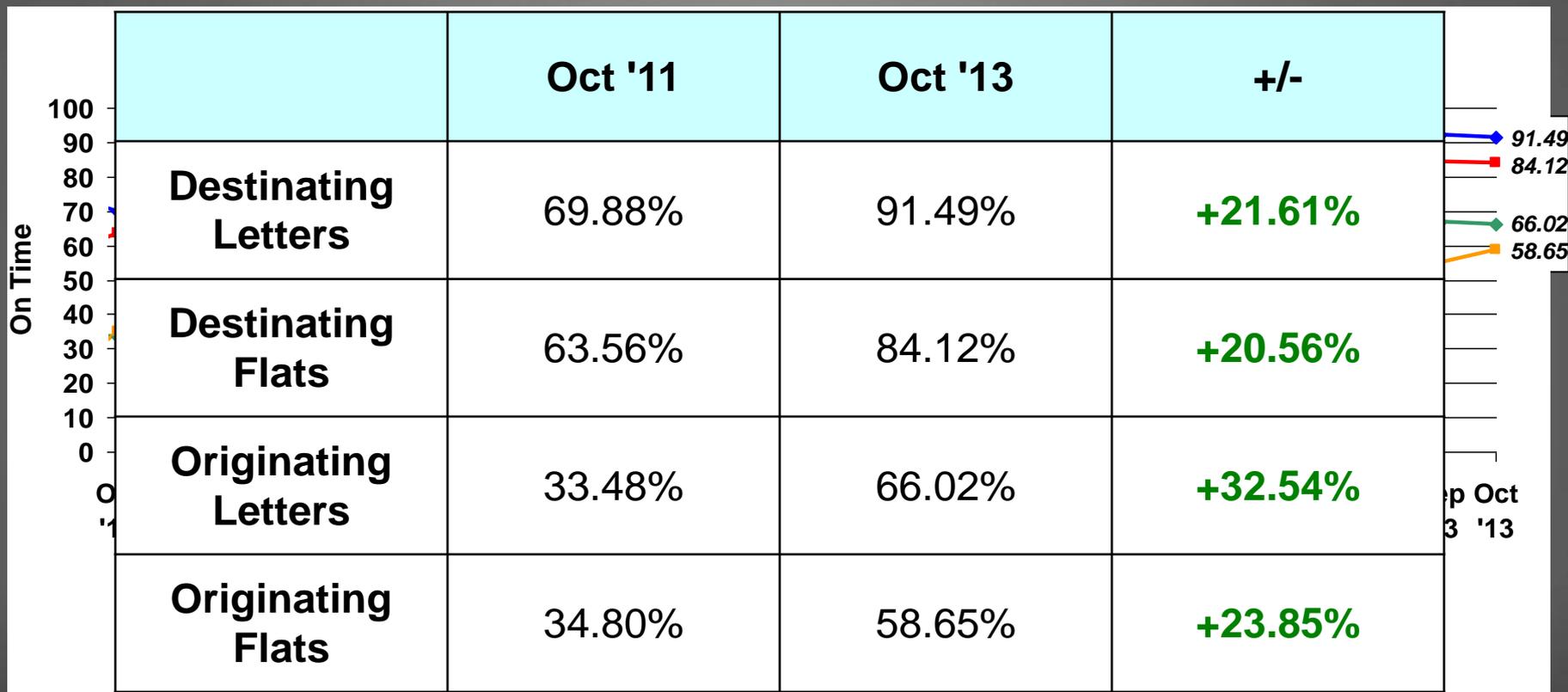
Agenda

- **Standard Mail Service Performance**
- **Tray & Pallet Scanning**
- **Pallet & Tray/Bundle Tracking for non-machinable mail**
- **UAA Statistical Update**

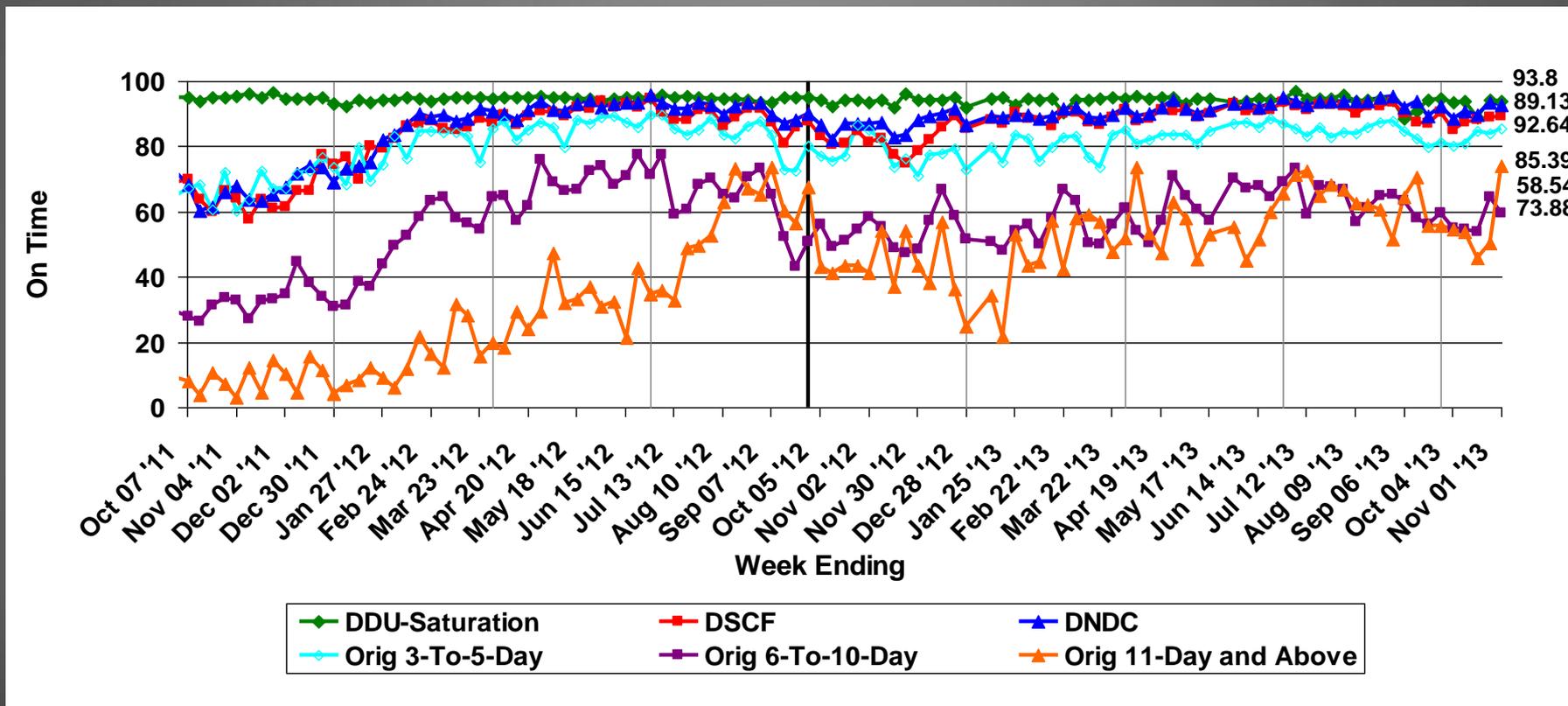
Standard Mail



Standard Mail FY12 and FY14 Performance By Month



Standard Mail FY12 to FY14 Performance By Week through Nov 1, 2013

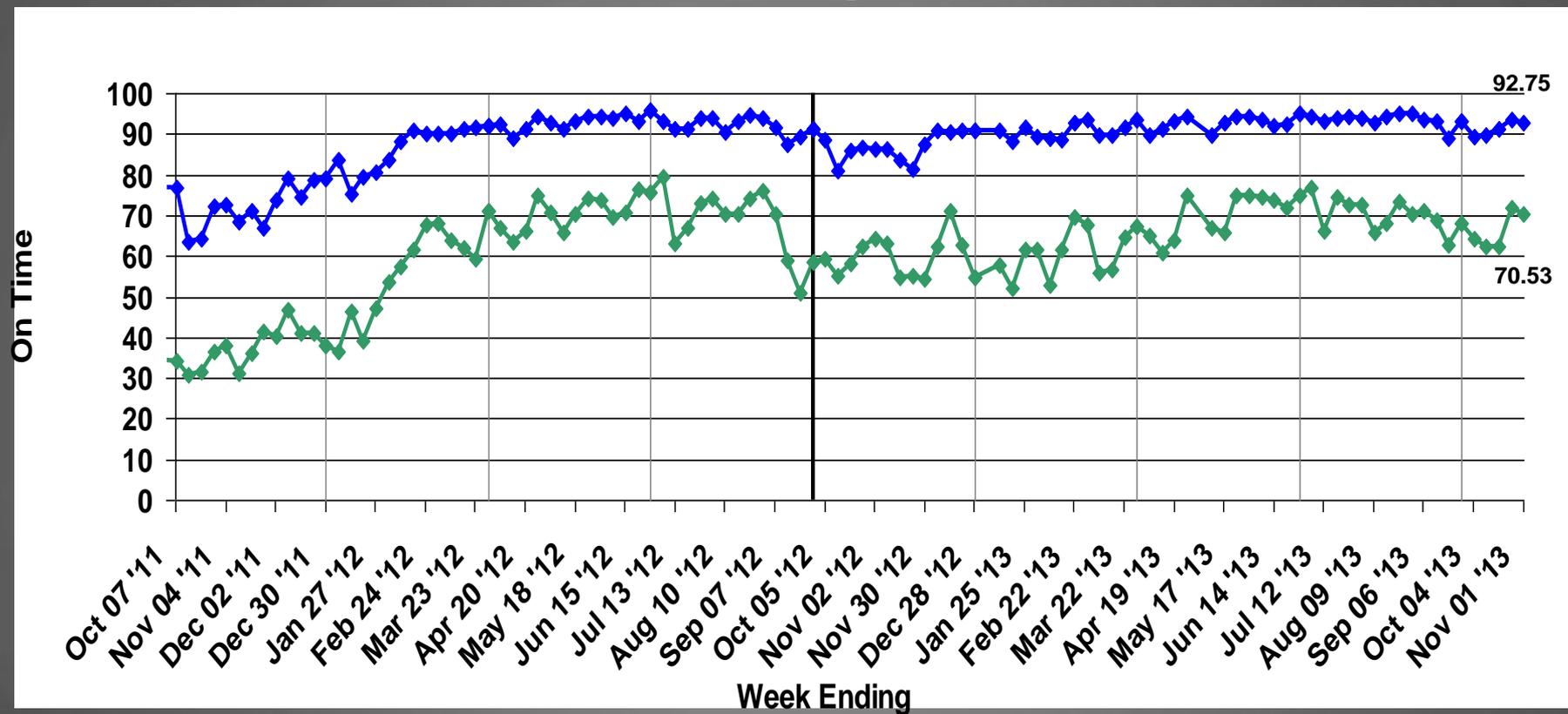


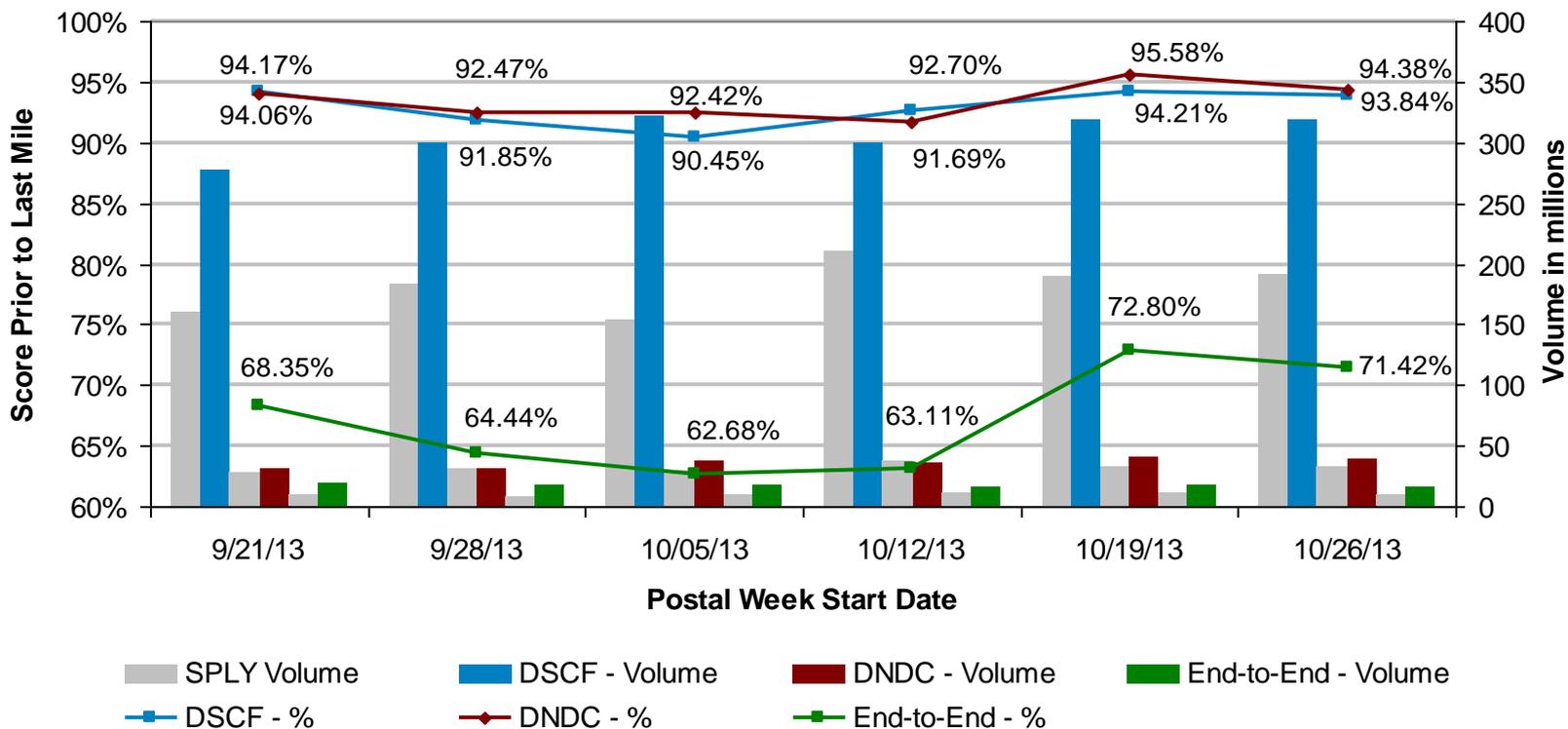
Notes: DDU-Entry = Two Day, DSCF = Three-To-Four-Day, DNDC = Five-Day-And-Above

Standard Letters

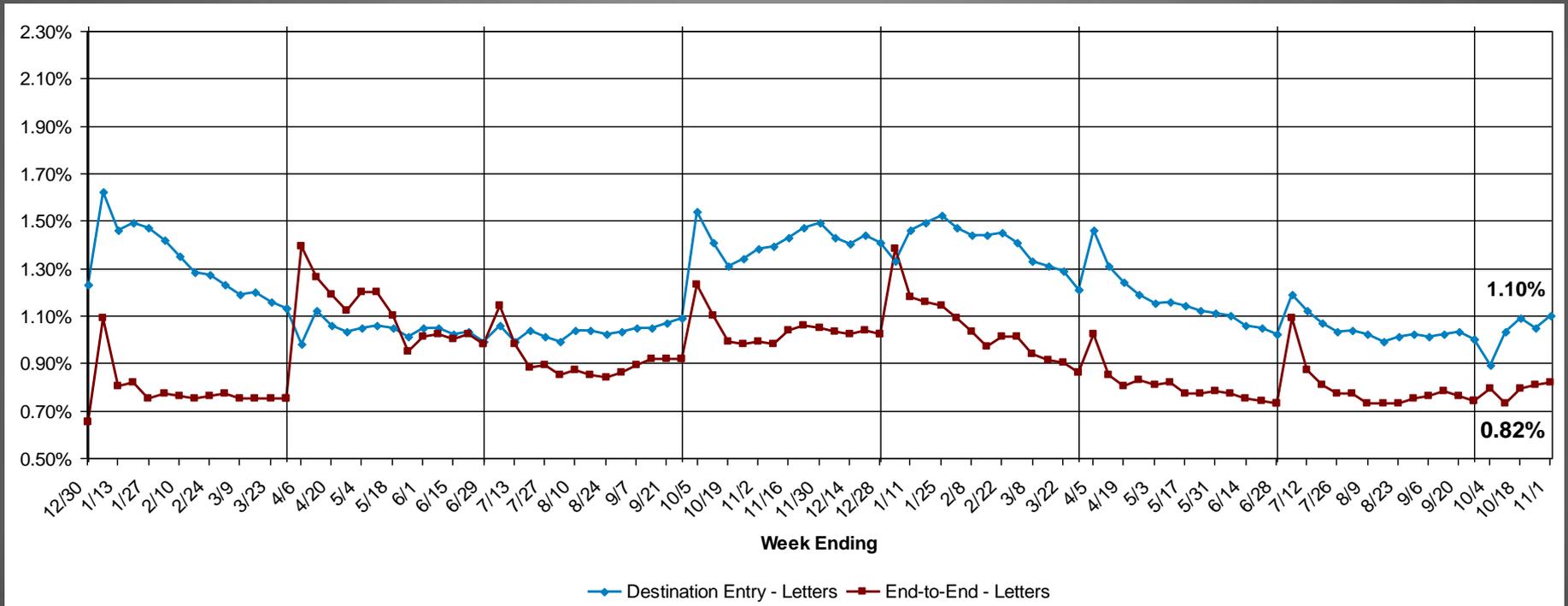


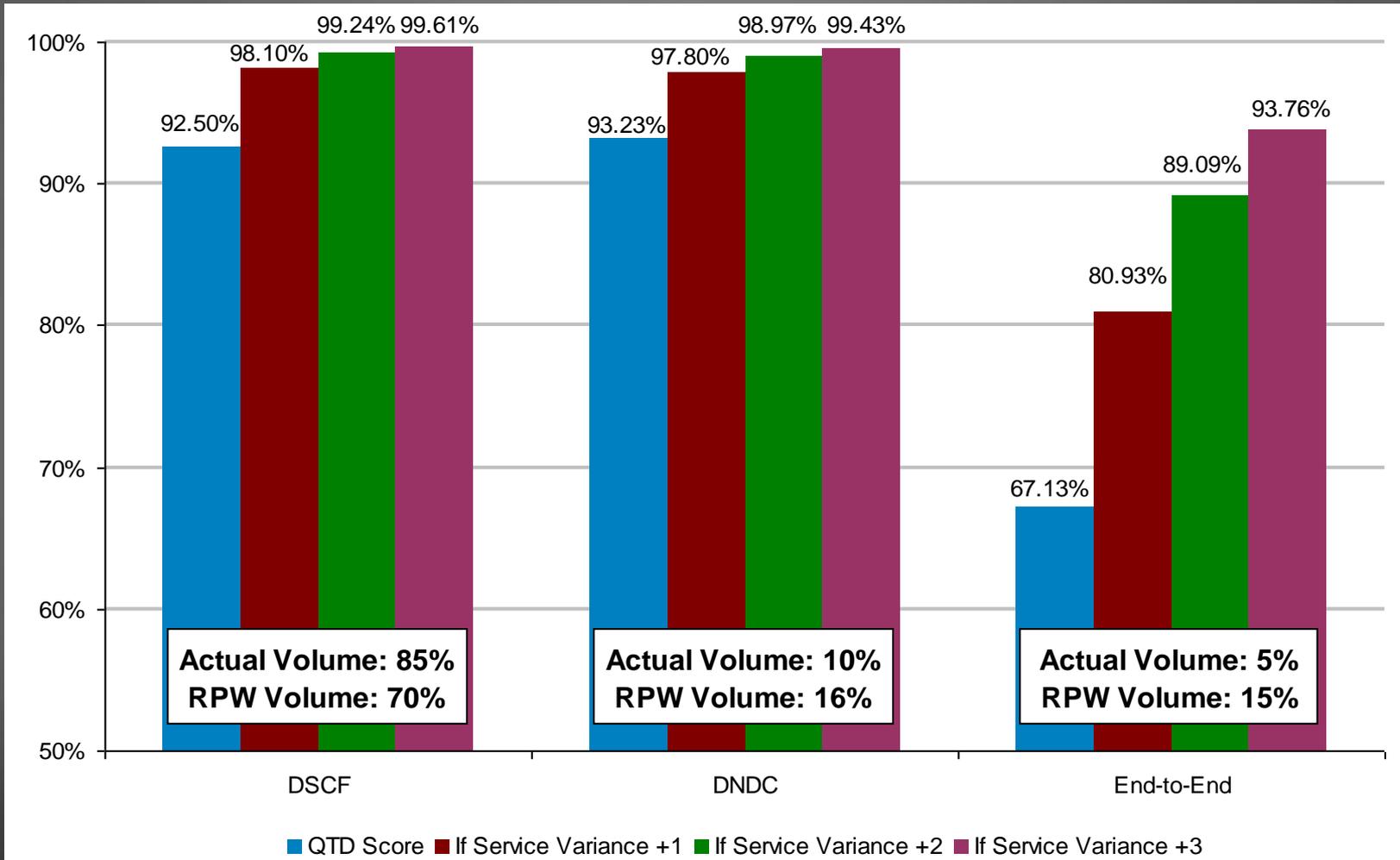
Standard Mail FY12 to FY14 TD Performance By Week through Nov 1, 2013





Q1 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	1,442,035,095	92.50%	-1.12%	91.38%	91.00%	906,218,132	59.1%	85.29%
NDC Letters	173,870,616	93.23%	-1.04%	92.19%	91.00%	161,067,330	7.9%	86.84%
E2E Letters	77,914,432	67.13%	-0.82%	66.31%	91.00%	46,958,593	65.9%	60.14%
Total	1,693,820,143			87.45%		1,114,244,055	52.0%	81.01%





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

SCF Letters – Q1 10/01 – 10/25

Facility	% On-time	% of Total failures	% Score impact
MICHIGAN METROPLEX	75.94%	4.10%	0.32%
FORT WORTH	72.94%	4.02%	0.32%
ALBANY	33.50%	3.94%	0.31%
OAKLAND	84.66%	3.48%	0.27%
PHILADELPHIA	85.17%	2.87%	0.23%
BIRMINGHAM	78.56%	2.80%	0.22%
BOSTON	53.48%	2.76%	0.22%
MID ISLAND	70.92%	2.68%	0.21%
SEATTLE	89.01%	2.08%	0.16%
COLUMBUS	85.31%	2.04%	0.16%
MANASOTA	62.29%	2.00%	0.16%
NORTH TEXAS	84.48%	1.99%	0.16%
PORTLAND	86.47%	1.85%	0.15%
HARRISBURG	85.91%	1.82%	0.14%
WILMINGTON	73.37%	1.82%	0.14%
TAMPA L&DC	86.47%	1.73%	0.14%
DOMINICK V DANIELS	91.58%	1.64%	0.13%
CLEVELAND	85.02%	1.60%	0.13%
NORTH HOUSTON	92.09%	1.59%	0.13%
ORLANDO	90.72%	1.56%	0.12%

SCF Letters – 10/19 – 10/25

Facility	% On-time	% of Total failures	% Score impact
FORT WORTH	71.55%	5.90%	0.34%
PHILADELPHIA	83.24%	4.28%	0.25%
ALBANY	52.53%	4.12%	0.24%
BOSTON	47.61%	4.08%	0.23%
MID ISLAND	66.25%	3.55%	0.20%
MANASOTA	70.21%	3.41%	0.20%
BIRMINGHAM	82.30%	2.98%	0.17%
SEATTLE	91.59%	2.55%	0.15%
COLUMBUS	87.80%	2.38%	0.14%
WILMINGTON	75.92%	2.33%	0.13%
NORTH HOUSTON	92.79%	2.00%	0.12%
MIDDLESEX ESSEX	55.33%	1.97%	0.11%
ORLANDO	93.29%	1.86%	0.11%
SACRAMENTO	93.72%	1.78%	0.10%
TAMPA L&DC	91.80%	1.67%	0.10%
OAKLAND	94.84%	1.63%	0.09%
SAINT LOUIS NDC	90.79%	1.63%	0.09%
MIAMI	95.14%	1.62%	0.09%
DENVER	94.72%	1.61%	0.09%
NORTH TEXAS	92.28%	1.48%	0.08%

Bottom 20 impact National Score by 3.03%

NDC Letters – Q1 10/01 – 10/25

Facility	% On-time	% of Total failures	% Score impact
JACKSONVILLE NDC	86.70%	14.97%	1.07%
DALLAS NDC	92.52%	12.12%	0.87%
SPRINGFIELD NDC	83.58%	10.25%	0.73%
SAN FRANCISCO NDC	87.34%	8.94%	0.64%
SEATTLE NDC	91.76%	6.49%	0.47%
ATLANTA NDC	92.70%	5.95%	0.43%
CHICAGO NDC	91.31%	5.76%	0.41%
MEMPHIS NDC	92.95%	4.84%	0.35%
PHILADELPHIA NDC	87.77%	4.33%	0.31%
DETROIT PDC (to DET NDC)	94.59%	3.80%	0.27%
PITTSBURGH LDC (to PIT NDC)	94.34%	3.25%	0.23%
DES MOINES NDC	93.22%	3.18%	0.23%
WASHINGTON NDC	96.02%	3.14%	0.22%
CINCINNATI NDC	96.27%	2.52%	0.18%
MINNEAPOLIS SAINT PAUL NDC	97.59%	2.44%	0.18%
NEW JERSEY NDC	86.25%	2.02%	0.14%
SAINT LOUIS NDC	96.16%	1.75%	0.13%
GREENSBORO NDC	98.41%	1.52%	0.11%
DENVER NDC	96.56%	1.51%	0.11%
LOS ANGELES NDC	94.92%	0.58%	0.04%
KANSAS CITY NDC	96.00%	0.26%	0.02%
FARGO PDC (to FARGO ASF)	97.04%	0.10%	0.01%
SALT LAKE CITY ASF	97.63%	0.08%	0.01%
BUFFALO PDC (to BUFFALO ASF)	97.35%	0.05%	0.00%

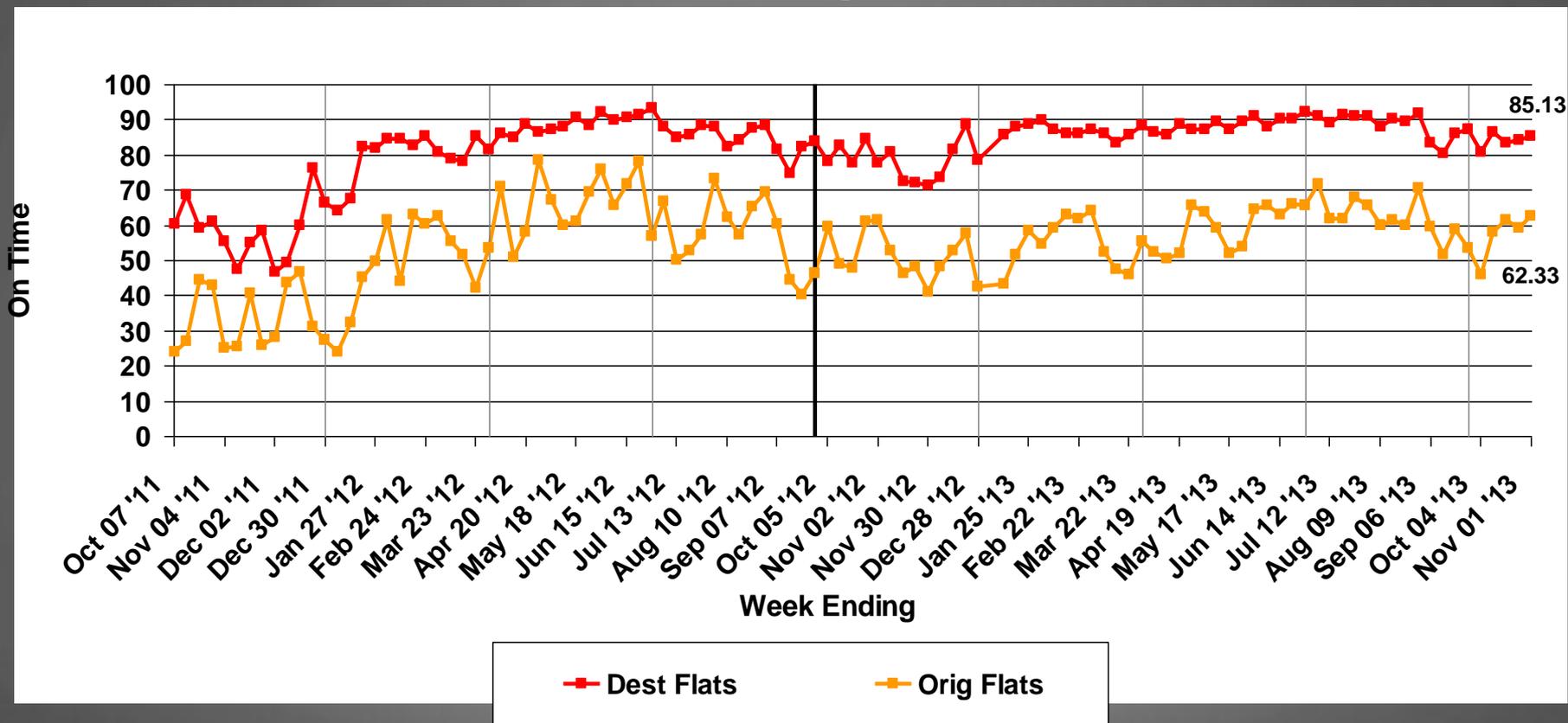
NDC Letters – 10/19 – 10/25

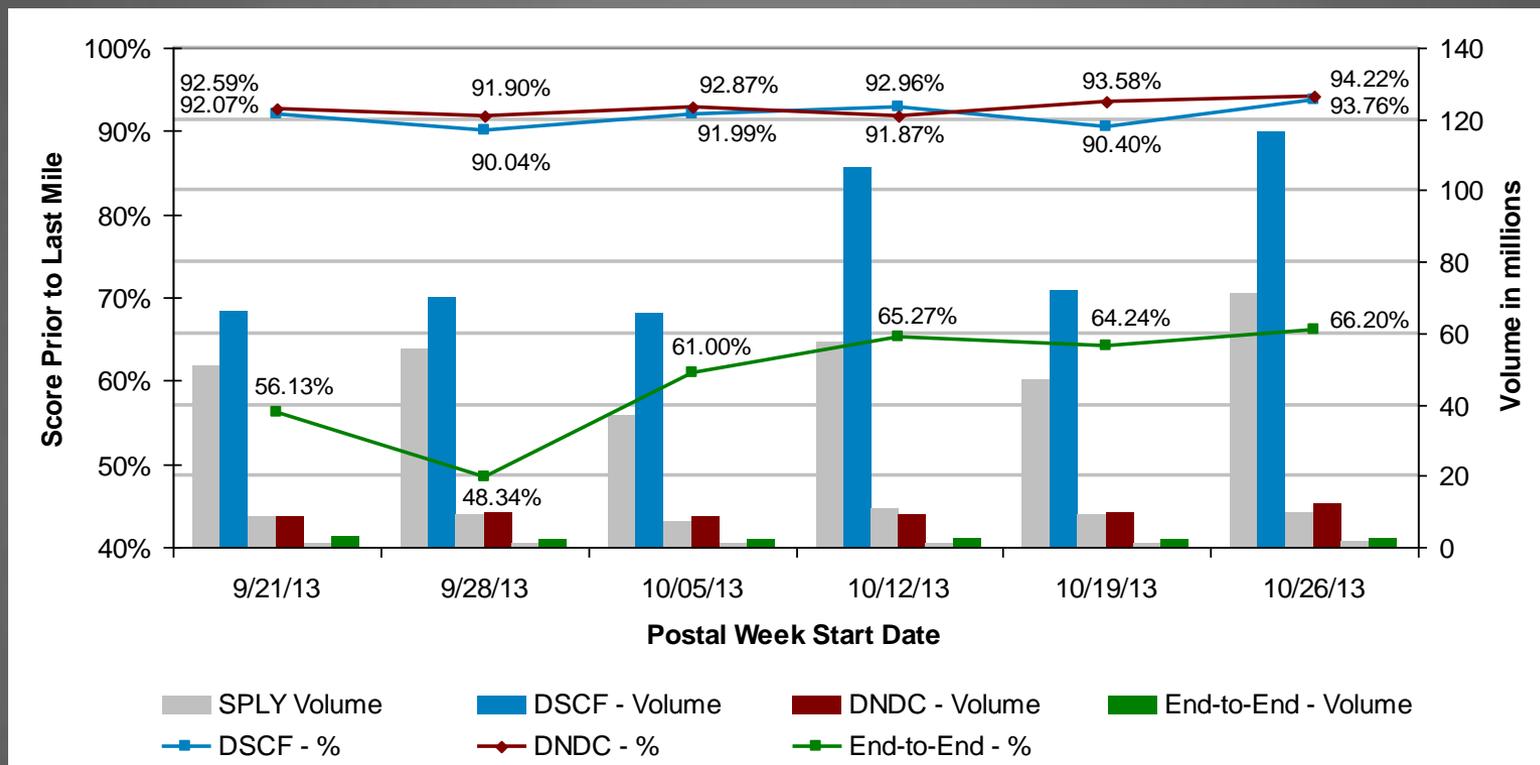
Facility	% On-time	% of Total failures	% Score impact
JACKSONVILLE NDC	90.17%	16.11%	0.71%
SPRINGFIELD NDC	87.78%	14.92%	0.66%
DALLAS NDC	94.71%	14.52%	0.64%
ATLANTA NDC	95.13%	6.69%	0.30%
SAN FRANCISCO NDC	94.01%	6.36%	0.28%
MEMPHIS NDC	94.53%	6.04%	0.27%
SEATTLE NDC	95.08%	5.62%	0.25%
PHILADELPHIA NDC	93.33%	3.82%	0.17%
WASHINGTON NDC	97.13%	3.47%	0.15%
PITTSBURGH LDC (to PIT NDC)	96.72%	3.37%	0.15%
CHICAGO NDC	97.32%	2.89%	0.13%
GREENSBORO NDC	98.61%	2.43%	0.11%
CINCINNATI NDC	98.18%	2.37%	0.10%
DENVER NDC	96.61%	2.12%	0.09%
NEW JERSEY NDC	89.07%	2.01%	0.09%
DETROIT PDC (to DET NDC)	98.18%	1.96%	0.09%
DES MOINES NDC	97.08%	1.87%	0.08%
MINNEAPOLIS SAINT PAUL NDC	99.11%	1.35%	0.06%
SAINT LOUIS NDC	98.21%	1.20%	0.05%
LOS ANGELES NDC	98.55%	0.38%	0.02%
KANSAS CITY NDC	98.34%	0.18%	0.01%
SALT LAKE CITY ASF	97.86%	0.10%	0.00%
FARGO PDC (to FARGO ASF)	98.15%	0.07%	0.00%
BILLINGS PDC (to BILLINGS ASF)	99.09%	0.06%	0.00%

Standard Flats



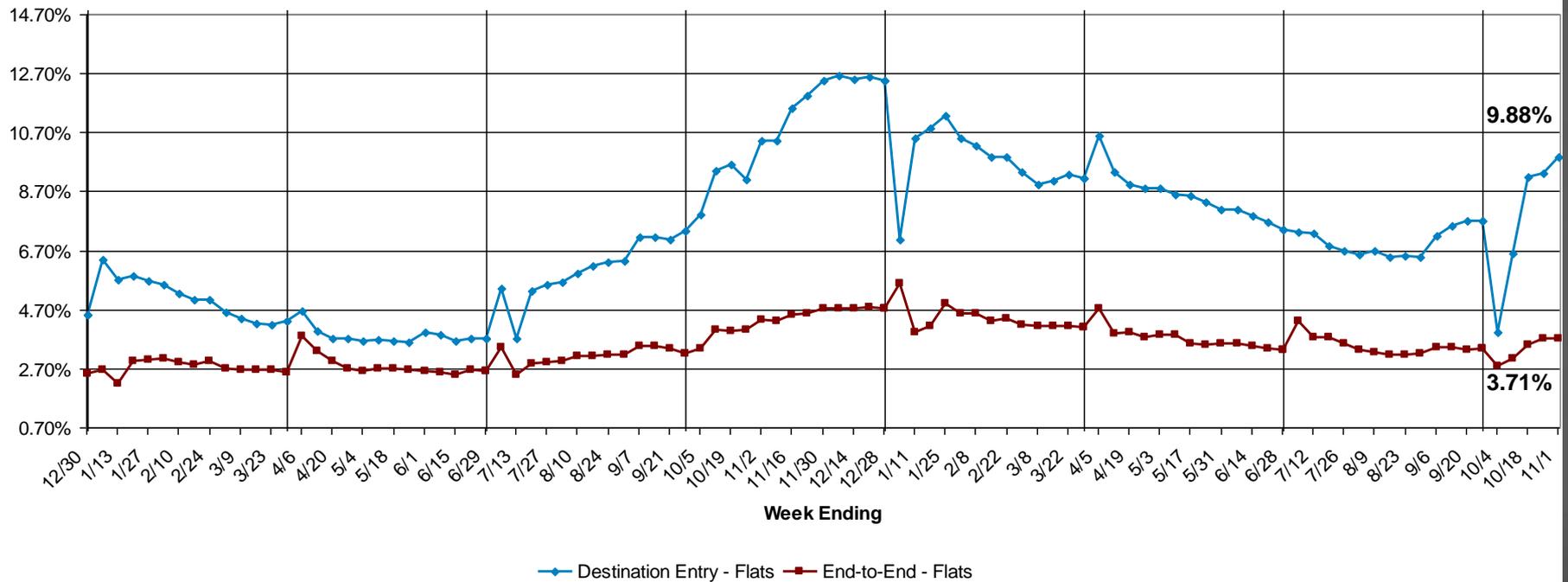
Standard Mail FY12 to FY14 Performance By Week through Nov 1, 2013





Q1 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	391,179,233	91.54%	-10.52%	81.02%	91.00%	258,098,455	51.6%	76.24%
NDC Flats	44,031,681	92.58%	-4.09%	88.49%	91.00%	43,799,304	0.5%	84.11%
E2E Flats	9,875,012	62.28%	-3.71%	58.57%	91.00%	5,967,087	65.5%	56.91%
Total	445,085,926			82.45%		307,864,846	44.6%	78.76%

Note: Total scores include additional entry types not shown above.



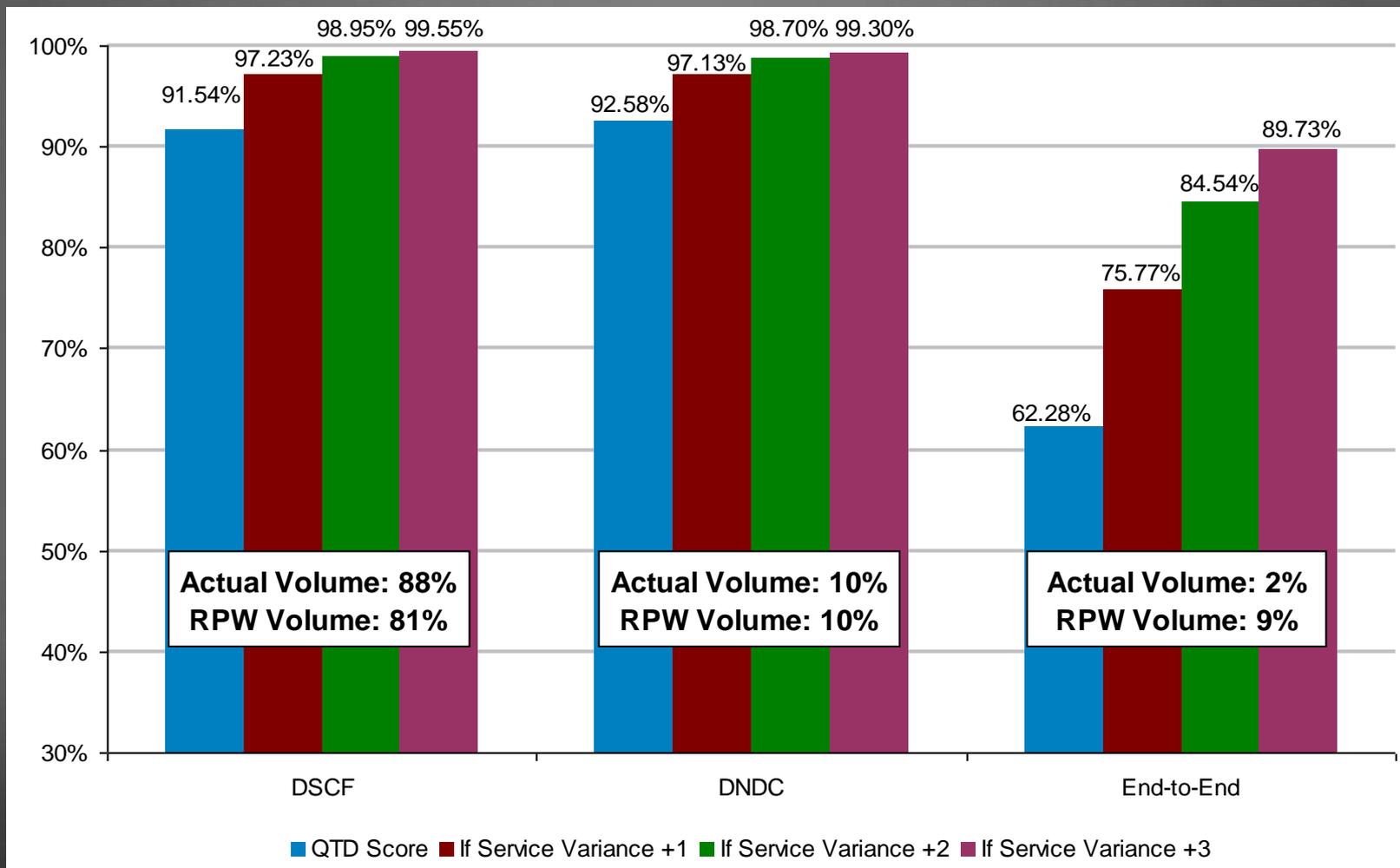
Standard Mail: Destination Entry Flats

Top 10

Facility	Volume	% On-time	LMI	Overall % On-time
Greensboro	19,083,056	97.95%	-2.15%	95.80%
Mid-Carolinas	16,403,712	98.62%	-3.04%	95.58%
Greater South Carolina	5,544,597	97.00%	-3.15%	93.85%
Northern Virginia	17,314,983	97.80%	-4.19%	93.61%
Kentuckiana	6,724,415	97.69%	-4.67%	93.02%
Capital	14,742,012	95.95%	-3.47%	92.48%
Fort Worth	12,713,933	96.26%	-5.05%	91.21%
Atlanta	21,612,023	95.95%	-4.78%	91.17%
Louisiana	8,071,869	96.73%	-5.66%	91.07%
Greater Indiana	10,383,968	96.98%	-5.94%	91.04%

Bottom 10

Facility	Volume	% On-time	LMI	Overall % On-time
Triboro	13,733,924	92.01%	-21.93%	70.08%
Albany	12,256,512	92.64%	-20.70%	71.94%
Mississippi	3,110,834	85.01%	-12.55%	72.46%
New York	7,549,188	92.52%	-19.95%	72.57%
Honolulu	913,961	92.81%	-18.94%	73.87%
Northern New Jersey	24,140,973	83.38%	-8.05%	75.33%
Westchester	6,781,430	87.06%	-11.58%	75.48%
Philadelphia Metro	20,936,552	87.07%	-11.37%	75.70%
Caribbean	454,681	92.82%	-17.11%	75.71%
South Florida	20,472,814	86.71%	-8.39%	78.32%



Note: Volumes may not sum to 100% due to rounding. - **Note:** DDU mail pieces were not included in the RPW Volume calculation.

SCF Flats – Q1 10/01 – 10/25

Facility	% On-time	% of Total failures	% Score impact
CENTRAL MA	60.49%	6.21%	0.90%
CHICAGO METRO SURFACE HUB	74.37%	5.69%	0.82%
PHILADELPHIA	73.38%	5.15%	0.74%
MICHIGAN METROPLEX	65.40%	4.50%	0.65%
OAKLAND	67.66%	4.23%	0.61%
SOUTH FLORIDA L & DC	76.40%	4.07%	0.59%
BOSTON	68.79%	3.81%	0.55%
MID ISLAND	70.31%	3.67%	0.53%
ORLANDO LDC	70.13%	3.17%	0.46%
CHICAGO NDC	76.26%	2.97%	0.43%
DOMINICK V DANIELS	82.13%	2.69%	0.39%
IRVING PARK ROAD	65.18%	2.53%	0.37%
WESTCHESTER	76.90%	2.32%	0.33%
WEST PALM BEACH	68.87%	2.16%	0.31%
PHOENIX STC	81.93%	2.13%	0.31%
SAN JOSE	80.28%	2.06%	0.30%
SPRINGFIELD LDC	88.87%	1.80%	0.26%
SAN DIEGO	82.75%	1.61%	0.23%
COLUMBUS	87.80%	1.54%	0.22%
PROVIDENCE	87.05%	1.48%	0.21%

SCF Flats – 10/19 – 10/25

Facility	% On-time	% of Total failures	% Score impact
CENTRAL MA	40.13%	11.05%	1.71%
SOUTH FLORIDA L & DC	55.89%	6.96%	1.08%
BOSTON	60.75%	5.91%	0.92%
PHILADELPHIA	74.11%	4.80%	0.74%
MID ISLAND	57.23%	4.24%	0.66%
OAKLAND	73.43%	3.81%	0.59%
DOMINICK V DANIELS	77.91%	3.24%	0.50%
IRVING PARK ROAD	54.03%	3.14%	0.49%
SAN DIEGO	75.28%	3.13%	0.48%
WESTCHESTER	73.65%	3.01%	0.47%
WEST PALM BEACH	61.68%	2.88%	0.45%
CHICAGO METRO SURFACE HUB	85.82%	2.85%	0.44%
MICHIGAN METROPLEX	80.94%	2.85%	0.44%
DULLES	88.07%	2.13%	0.33%
CHICAGO NDC	82.84%	1.99%	0.31%
TRENTON	75.68%	1.89%	0.29%
NORTH HOUSTON	79.26%	1.43%	0.22%
ORLANDO LDC	83.90%	1.41%	0.22%
BIRMINGHAM ANNEX B	62.23%	1.35%	0.21%
WILMINGTON	64.89%	1.32%	0.21%

Bottom 20 impact National Score by 10.76%

NDC Flats – Q1 10/01 – 10/25

Facility	% On-time	% of Total failures	% Score impact
SPRINGFIELD LDC (to SPRINGFIELD NDC)	82.55%	17.78%	1.79%
JACKSONVILLE NDC	84.93%	12.75%	1.29%
CHICAGO NDC	81.12%	12.65%	1.28%
SAN FRANCISCO NDC	80.18%	11.08%	1.12%
DALLAS NDC	90.94%	9.72%	0.98%
ATLANTA NDC	88.93%	4.64%	0.47%
WASHINGTON NDC	93.26%	3.87%	0.39%
MEMPHIS NDC	91.67%	3.70%	0.37%
SEATTLE NDC	91.34%	3.53%	0.36%
DES MOINES NDC	88.99%	3.46%	0.35%
PHILADELPHIA NDC	89.66%	2.86%	0.29%
MINNEAPOLIS SAINT PAUL NDC	96.56%	2.23%	0.22%
DENVER NDC	94.98%	1.91%	0.19%
GREENSBORO NDC	96.64%	1.88%	0.19%
DETROIT NDC	94.53%	1.83%	0.18%
CINCINNATI NDC	95.63%	1.69%	0.17%
NEW JERSEY NDC	90.00%	1.42%	0.14%
PITTSBURGH LDC (to PIT NDC)	97.38%	1.38%	0.14%
SAINT LOUIS NDC	94.97%	0.59%	0.06%
KANSAS CITY NDC	96.26%	0.57%	0.06%
LOS ANGELES NDC	92.14%	0.45%	0.05%
SPRINGFIELD NDC	84.68%	0.00%	0.00%

NDC Flats – 10/19 – 10/25

Facility	% On-time	% of Total failures	% Score impact
SPRINGFIELD LDC (to SPRINGFIELD NDC)	79.15%	24.88%	2.18%
CHICAGO NDC	78.20%	16.46%	1.45%
JACKSONVILLE NDC	82.95%	15.33%	1.35%
SAN FRANCISCO NDC	90.28%	7.32%	0.64%
DALLAS NDC	94.35%	6.90%	0.61%
MEMPHIS NDC	91.35%	5.03%	0.44%
WASHINGTON NDC	92.97%	4.23%	0.37%
ATLANTA NDC	94.87%	2.97%	0.26%
SEATTLE NDC	95.56%	2.51%	0.22%
PHILADELPHIA NDC	92.08%	2.42%	0.21%
MINNEAPOLIS SAINT PAUL NDC	97.04%	2.27%	0.20%
NEW JERSEY NDC	92.48%	1.76%	0.15%
GREENSBORO NDC	97.04%	1.64%	0.14%
DENVER NDC	96.76%	1.34%	0.12%
CINCINNATI NDC	97.19%	1.08%	0.09%
DETROIT NDC	97.51%	1.07%	0.09%
PITTSBURGH LDC (to PIT NDC)	98.23%	1.00%	0.09%
DES MOINES NDC	97.13%	0.95%	0.08%
KANSAS CITY NDC	95.07%	0.61%	0.05%
SAINT LOUIS NDC	98.50%	0.13%	0.01%
LOS ANGELES NDC	98.18%	0.09%	0.01%
SPRINGFIELD NDC	84.68%	0.00%	0.00%

Pallet/Tray/Bundle Tracking



Current State of Pallet/Tray/Bundle/Piece Tracking

	Full Service	Non Full Service
Pallet	X	Not Available
Tray	X	Not Available
Bundle	X	X (IMb Tracing - Top Piece Only)
Piece	Not Available	X (IMb Tracing)
ACS	X	X (One Code ACS)

**How can we provide
more timely pallet data?**

SV Expansion



The Surface Visibility system has evolved from solely a transportation management system to a system that enhances mail visibility, service performance and eInduction acceptance and validation.

Mail Visibility

- Provides near real time container tracking to USPS
- SV enhancement on Oct 31st enabled near real time data feed to Mailers

Service Performance

- Provides scan events used to measure service performance for mail

eInduction

- Used to Accept and Validate mailer shipments

Transportation Management

- Tracks on time Arrivals / Departures
- Measures trailer utilization
- Performs destination validation

In order to support eInduction and 100% Visibility, the Surface Visibility application will be expanded to support new sites.

Qualifiers

- Non-SV site accepting 20+ containers a day
- Plant or Annex
- Availability of Hardware

Prioritization

- Volume of drop shipments
- Wi-Fi enabled
- Network realignment

SV Expansion Qualifiers

Accept 20+ containers

- 82 Non-SV sites accept an average of 20 or more containers per day

Plant or Annex

- 73 are qualifying as a plant or annex
- 9 do not qualify as they are post offices

Scanners, Cradles & Printers

- Quantity of current IMD's is limited
- Efforts under way to repair broken units and relocate under utilized units

SV Expansion Prioritization

Volume

- 73 qualifying plants will be prioritized by volume of mail accepted
- Top 10 plants account for 25.9% of volume

Wi-Fi Enabled

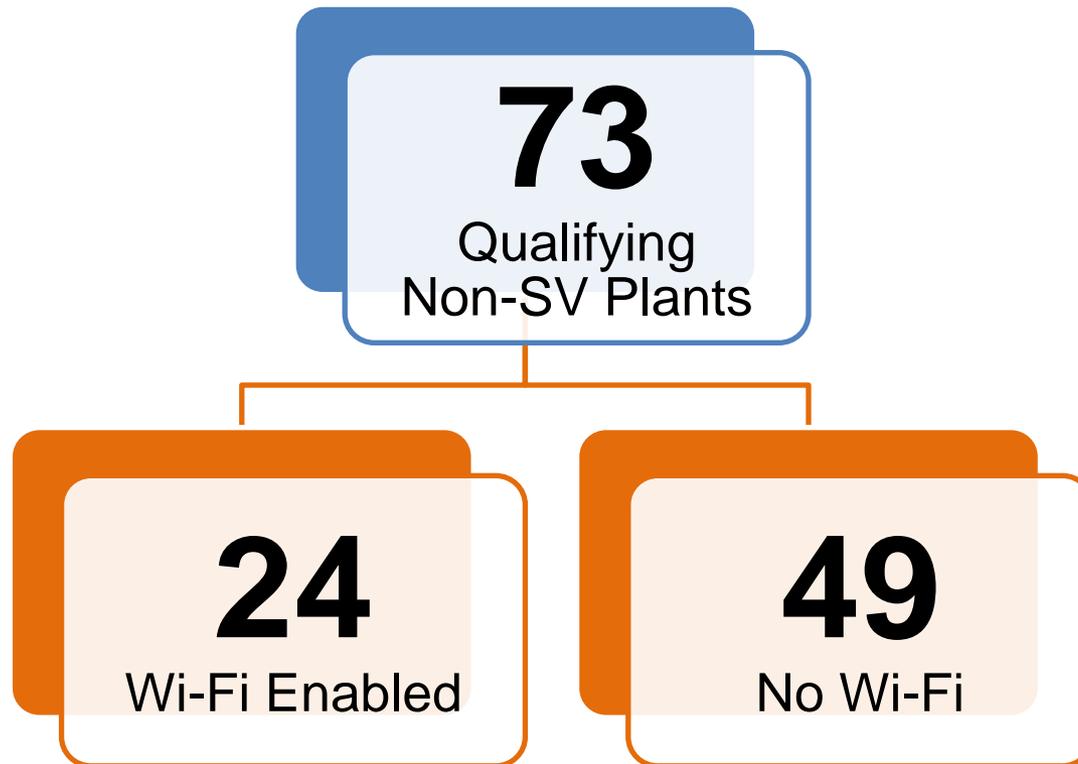
- Sites wi-fi enabled with high volume will be top priority
- High volume plants with no wi-fi will be evaluated for wi-fi installation

Network Realignment

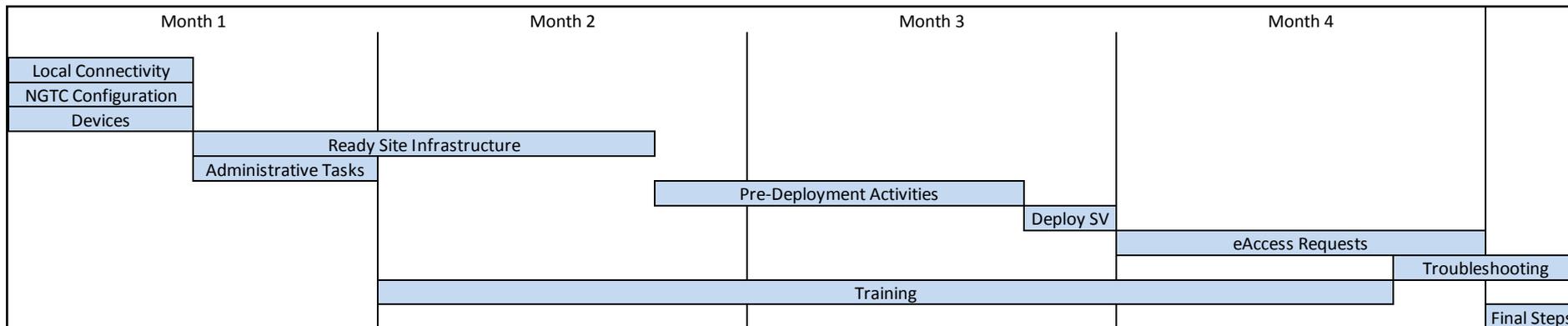
- 20 of the 73 plants are under review for network realignment
- Only one (1) is wi-fi enabled

SV Current State

169 Active SV Plants
73 Qualifying Non-SV Plants



SV Site Activation Project Plan: Key Checkpoints & Timeline



- Local Connectivity – 10 days
- NGTC Configuration – 10 days
- Devices (SV Equipment) – 5 days
- Ready Site Infrastructure – 30 days
- Administrative Tasks – 6 days
- Pre-Deployment Activities – 15 days
- Deploy Application Software – 1 day
- eAccess Requests – 20 days
- Troubleshooting & SV Web Tasks – 5 days
- Training – 60 day training window (conducted concurrently with other activities)
- Final Steps – 1 day

Expand Surface Visibility (SV) to ten locations

- Accounts for 25.9% of volume entered at non-SV sites
- 6 sites with Wi-Fi - activate Feb 2014
- 4 sites without Wi-Fi - install Wi-Fi and activate 12 weeks later

Rank by Volume	Non-SV Facility	Avg Dropship Containers/Day	% of Vol Entered at Non-SV Sites	Wi-Fi Enabled?
1	DENVER MAIL PROCESSING ANNEX	200	4.2%	YES
2	ROCHESTER L&DC	169	3.6%	YES
3	WEST PALM BEACH LDC	136	2.9%	YES
4	KNOXVILLE PDC/PCF	127	2.7%	YES
5	SOUTH FLORIDA LDC	126	2.7%	YES
6	LINTHICUM PDC/PDF	120	2.4%	NO
7	NASHUA LDC	113	2.1%	YES
8	GRAND RAPIDS ANNEX	111	1.8%	NO
9	MILWAUKEE PRIORITY ANNEX	108	1.8%	NO
10	AKRON PDC/PDF	105	1.7%	NO

Recap

- **Expansion to top ten (10) sites in process**
- **Expansion beyond top ten sites will occur based on**
 - Scanner availability
 - Wi-fi installation
 - Network realignment

Address Management Updates



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	
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%

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

NCOALink® PAF Update

- On October 8th, the USPS® modified the existing NCOALink 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 NCOALink 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