MTAC
Visibility and Service Performance

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Moderator

February 18, 2015

Standard Mail
1:15 – 2:30

Measurement Improvements

- Facility File
- Frequently Asked Questions
- UG 167
- Mailer Scorecard
- Bundle Visibility

Agenda

Service Performance

Facility File

Bundle Visibility

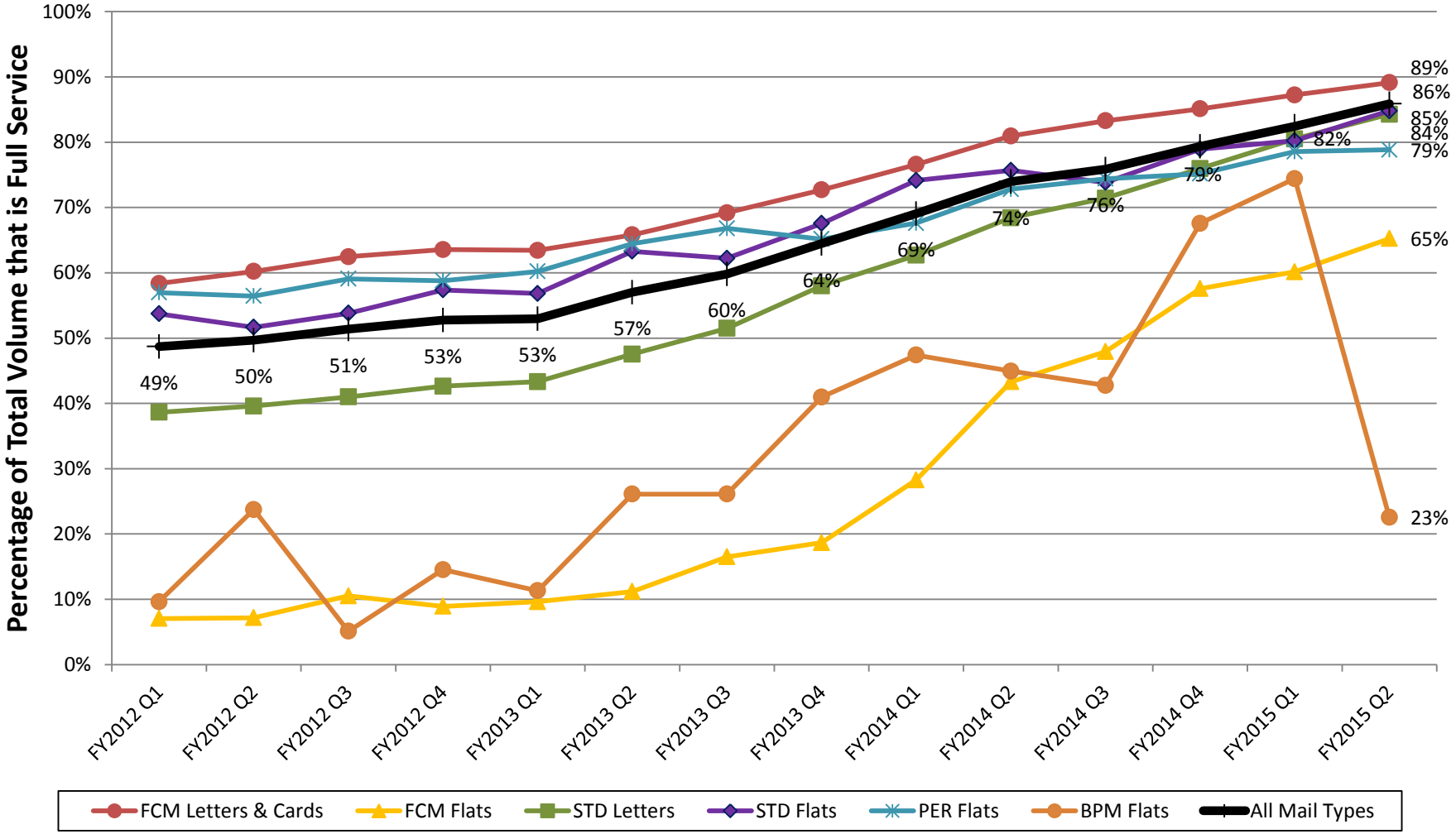
Informed Visibility

Address Management

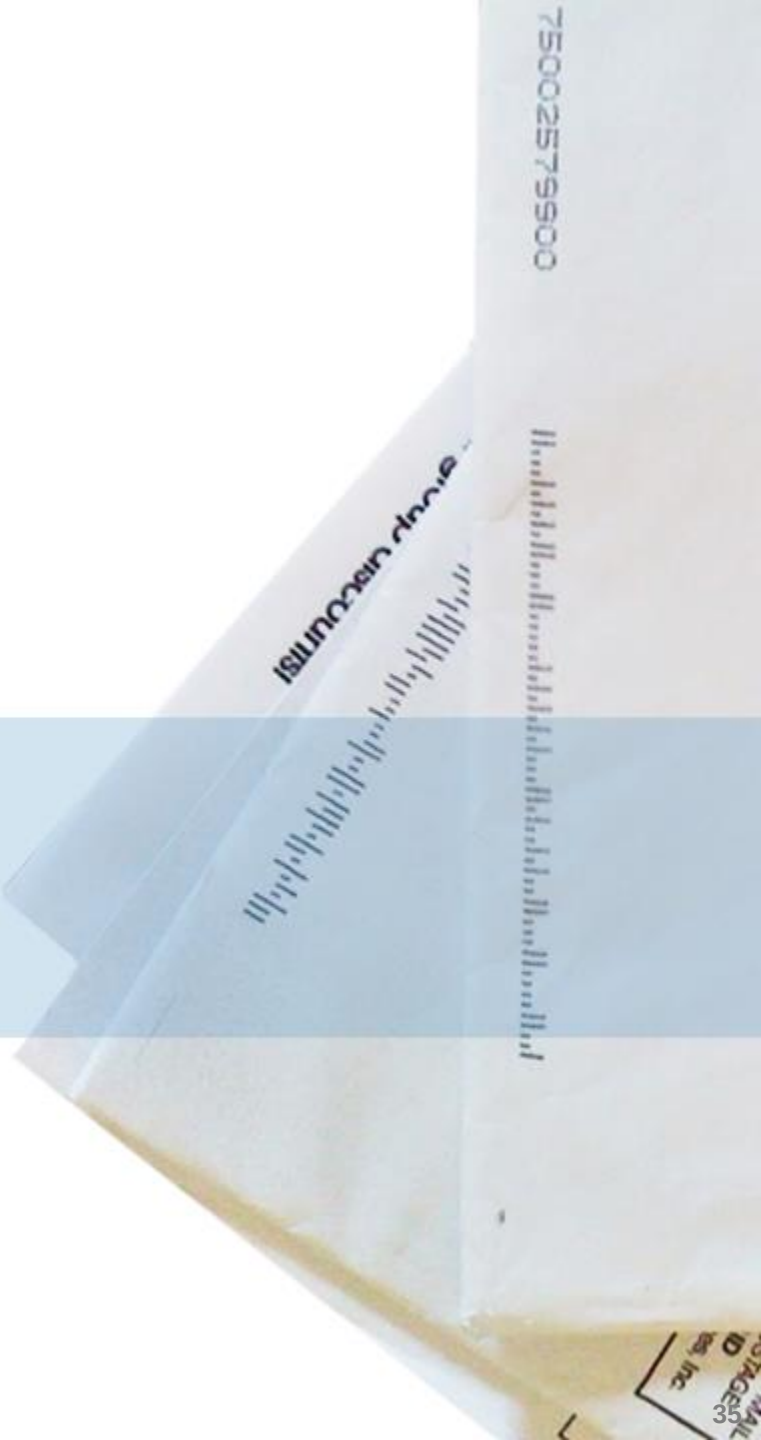
Full-Service Mail Trend

In January 2015, 86% of Commercial mail eligible for Full-Service was Full-Service

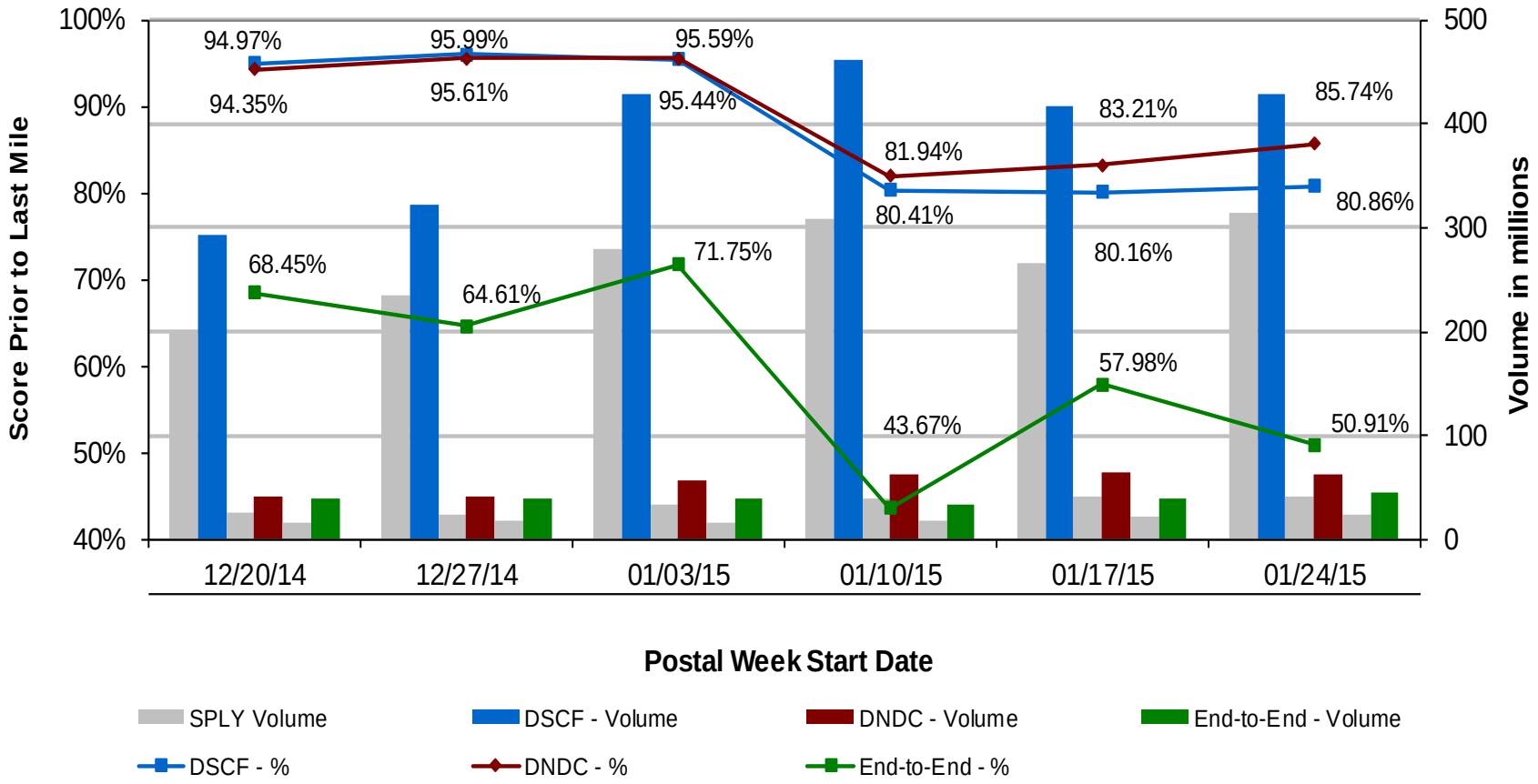
Note: Below graph depicts FS Adoption % as an avg. for the quarter; Slide title depicts the % for the latest month.



Standard Letters



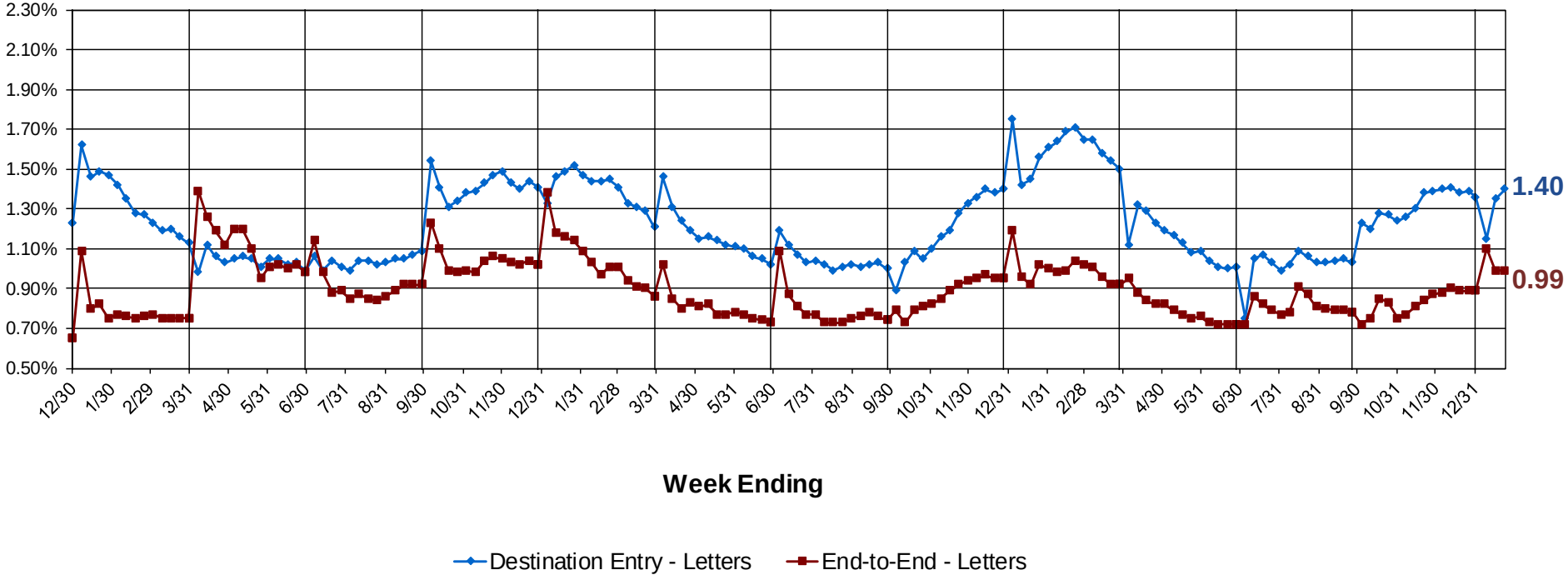
Standard Mail® (Letters) Score Trend



Q2 TD	Total Pieces Measured	Processing % On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Letters	1,804,287,369	84.71%	-1.43%	83.28%	91.00%	1,266,671,201	42.4%	87.90%	-4.62%
NDC Letters	257,458,051	86.72%	-1.52%	85.20%	91.00%	167,741,898	53.5%	88.11%	-2.91%
E2E Letters	166,490,708	56.92%	-0.97%	55.95%	91.00%	89,845,281	85.3%	56.35%	-0.40%
Total	**2,228,236,128**			**79.28%**		**1,524,258,380**	**46.2%**	**82.88%**	**-3.60%**

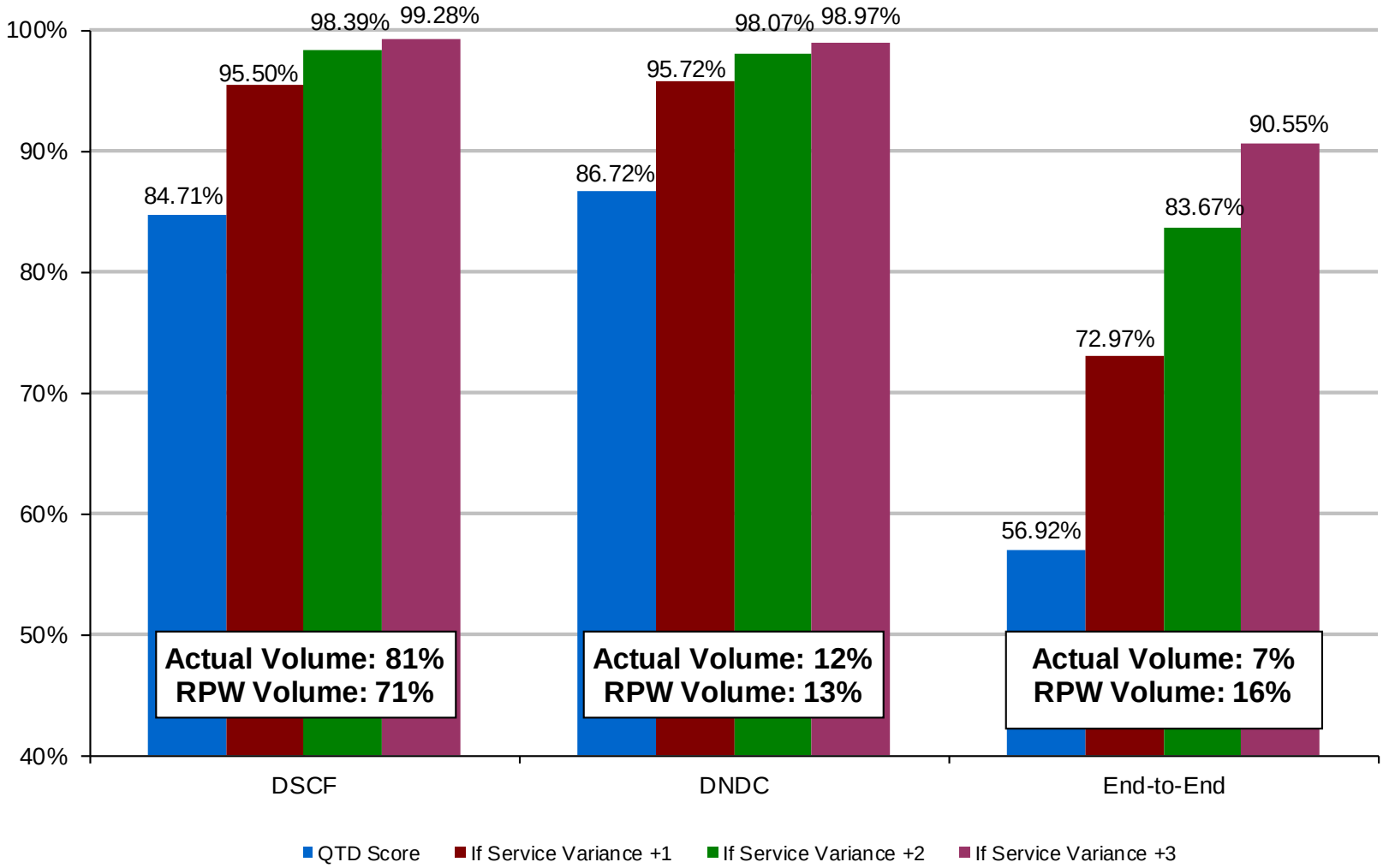
Standard Mail® (Letters)
Last Mile Impact Trend

Destination Entry and End-to-End Last Mile Impacts



Standard Mail® (Letters) by Service Variance

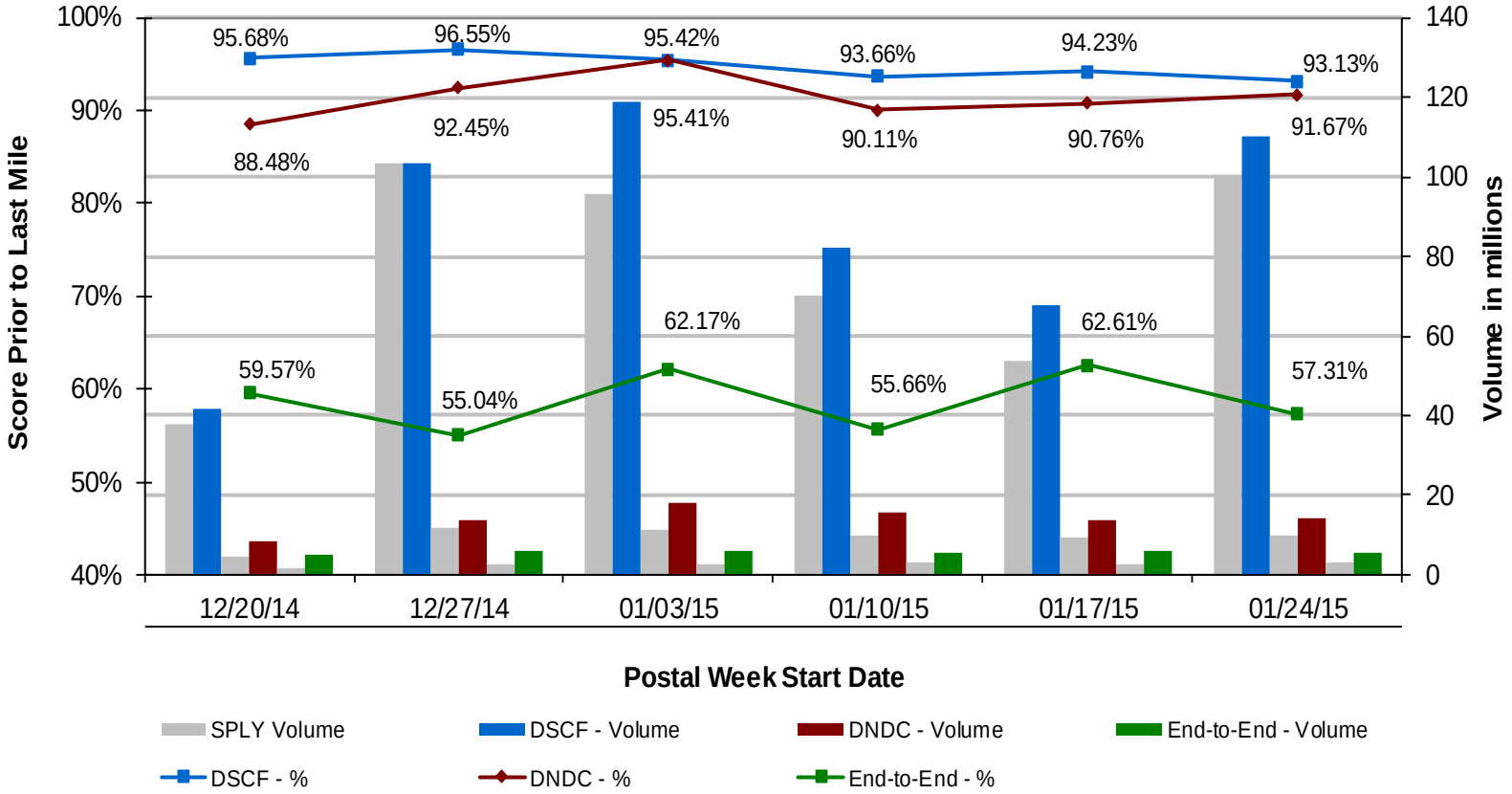
QTD DSCF and DNDC Standard Letters scores would be above 95.50% (prior to last mile), if pieces that failed by 1 day passed



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

Standard Flats

Standard Mail® (Flats) Score Trend

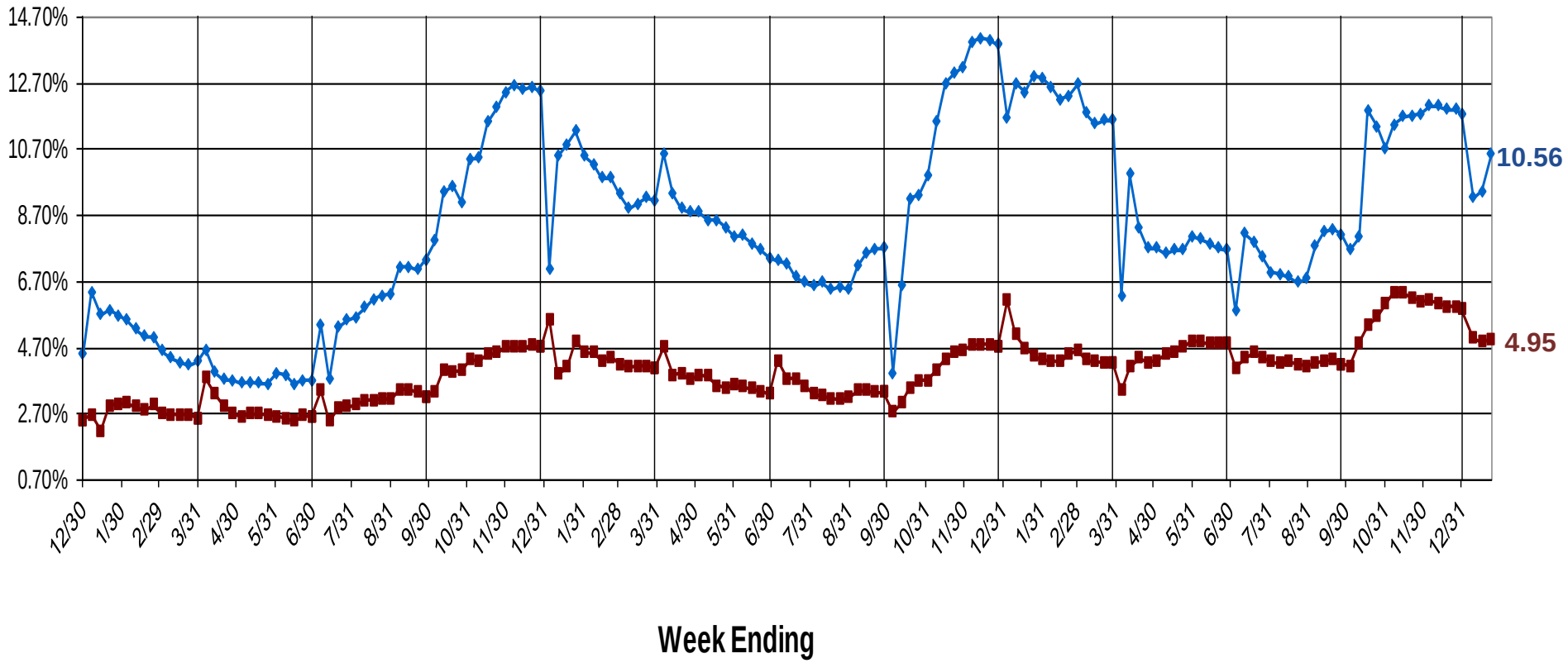


Q2 TD	Total Pieces Measured	Processing % On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Flats	398,080,097	94.16%	-10.92%	83.24%	91.00%	350,319,736	13.6%	79.78%	3.46%
NDC Flats	64,976,472	92.27%	-5.55%	86.72%	91.00%	44,876,187	44.8%	84.13%	2.59%
E2E Flats	24,575,563	59.63%	-4.84%	54.79%	91.00%	12,762,265	92.6%	43.86%	10.93%
Total	**487,632,132**			**82.75%**		**407,958,188**	**19.5%**	**80.31%**	**2.44%**

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

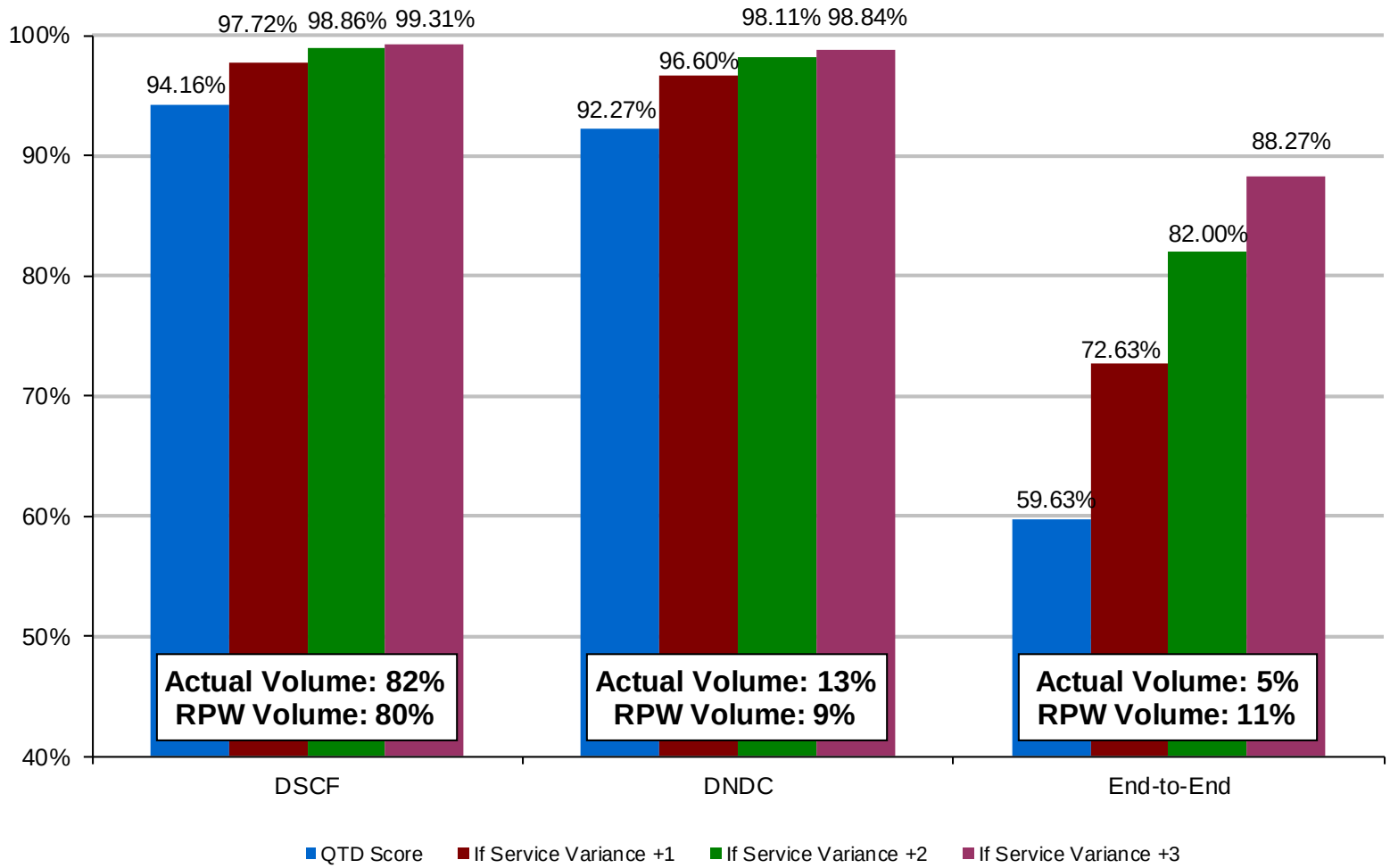
Standard Mail® (Flats)
Last Mile Impact Trend

Destination Entry and End-to-End Last Mile Impacts



Standard Mail® (Flats) by Service Variance

QTD DSCF and DNDC Standard Flats scores would be above 96.60% (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.

Facility File Information

Sample Facility File Records

FDB ID	FACILITY NAME	LOCALE KEY	NASS CODE	FACILITY ZIP	FINANCE NUMBER	FACILITY TYPE	FACILITY SUB-TYPE	FACILITY ADDRESS	FACILITY CITY	FACILITY STATE	BMEU
1362271	ELGIN WEST SIDE ANNEX	000022	60123	601235559	162443	Post Office	Carrier Annex (ANX)	195 S RANDALL RD	ELGIN	IL	
1432887	INDIANAPOLIS MP ANNEX	001209	462KA	462419560	174031	Mail Process	Mail Processing Annex (ANX)	7451 TEMPELHOF DR STE A	INDIANAPOLIS	IN	Y
1440963	IRVING PARK ROAD	001567	607	607019998	163875	Mail Process	Processing and Distribution Center/Facility (PDC/PDF)	11560 W IRVING PARK RD	CHICAGO	IL	Y
1432684	MELROSE VISTA	000024	33312	333129998	113053	Post Office	Branch	3901 W BROWARD BLVD	FORT LAUDERDALE	FL	
1375473	NORTHVIEW ANNEX	000013	68507	685041015	305168	Post Office	Carrier Annex (ANX)	3120 BAIR AVE	LINCOLN	NE	
1371107	TALL TIMBERS VLG	000014	317FL	317579998	128713	Post Office	Station	15 LIBERTY ST	THOMASVILLE	GA	

Facility File

- **File Information**
  - File name is FACILITY
  - Facility File is posted on FAST.USPS.GOV (.CSV) and RIBBS.USPS.GOV (.XLSX)

- **Update Schedule**

Application	Date file is finalized to be sent from SASP	Date file is posted
FAST	26th of the prior month	1st day of the next month
RIBBS	26th of the prior month	1st day of the next month

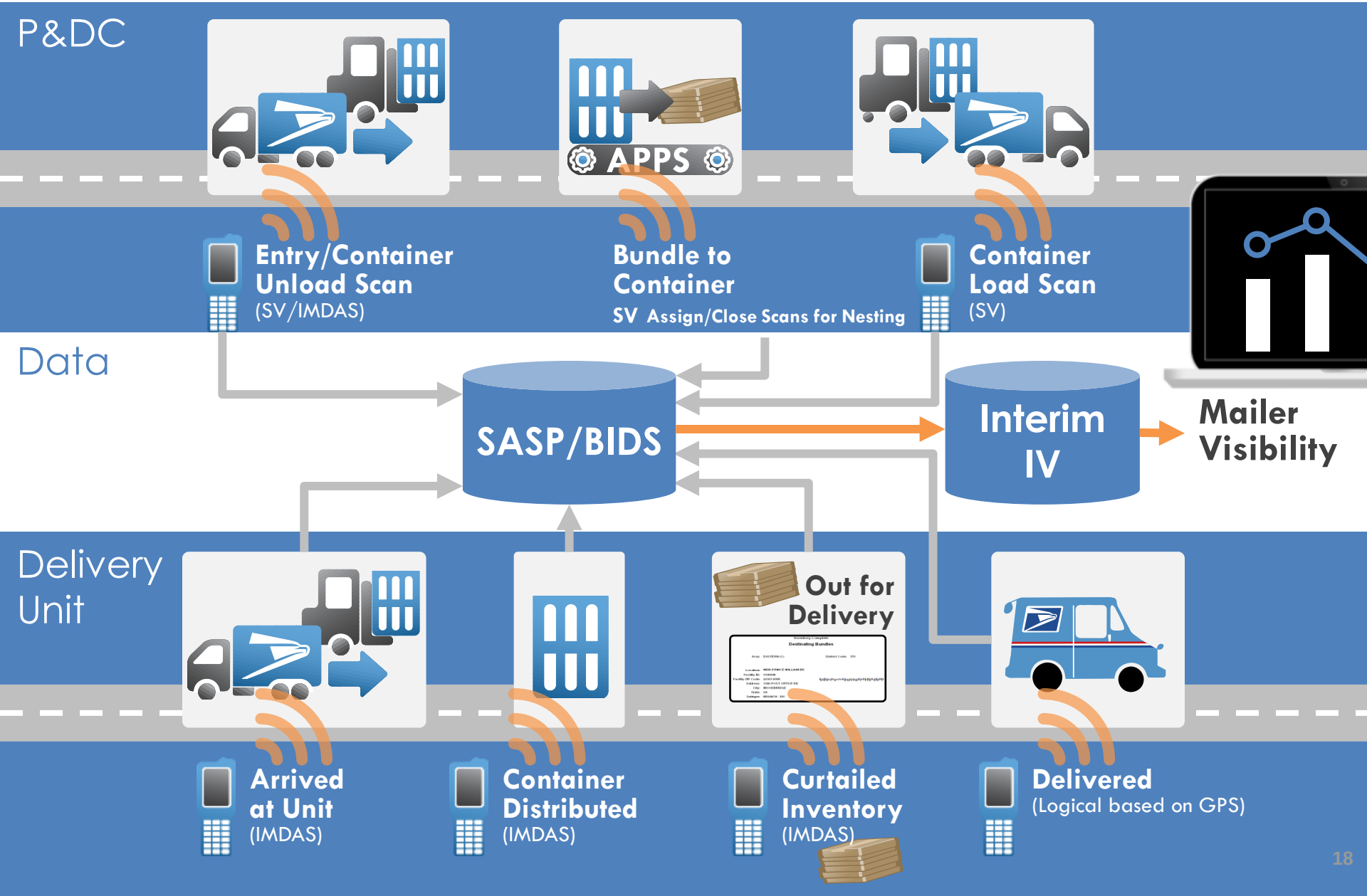
Facility File

A consolidated facility file will have the data structure represented below

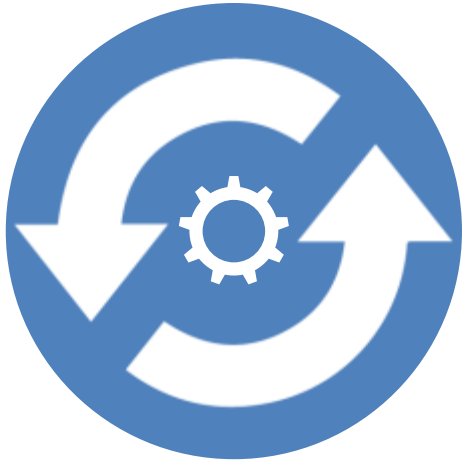
Field Name	Data-type	Max Length
FDB ID	Numeric	7
Facility Name	Alphanumeric	50
Locale Key	Alphanumeric	6
NASS Code	Alphanumeric	5
Facility ZIP	Numeric	9
Finance Number	Numeric	6
Facility Type	Alphanumeric	500
Facility Subtype	Alphanumeric	500
Facility Address	Alphanumeric	80
Facility City	Alphanumeric	30
Facility State	Alphanumeric	2
BMEU Indicator	Alphanumeric	1

Bundle Visibility

Bundle Visibility



Three-Pronged Approach to Expanding Flat Bundle Visibility



Full Service Bundle Visibility

Saturation Mail Bundle Visibility – Large National/Regional Mailers*

Bundle Visibility – Other Mailers

*must have frequent mailings with easily-identifiable mail pieces

Objectives

Increase mailer visibility of Flats in bundles

Improve Service

Provide mailers with new mail visibility options

Expand Visibility on 5-Digit and Carrier Route Flats

More data will support improved diagnostics

Increase service performance

Full-Service Bundle Visibility

Full-Service Provides

Container Visibility

Tray Visibility

NEW Bundle Visibility

Full-Service Requires

Electronic Manifests (eDoc) with nesting information

Unique IMb on every piece

Unique pallet identification with IMcb barcodes

Accessing Full-Service Bundle Scan Data

Login

Login to the **Business Customer Gateway**

Download

Download container, tray, and bundle visibility data

Large National/Regional Mailer Saturation and ECR Bundle Visibility

USPS

- Leverage existing Saturation Mail Service Performance Measurement process
- Carriers scan a mailer-specific barcode at their case when taking bundles to the street
- Scan data reported every 4 hours to interim Informed Visibility system

NEW

Mailer

- Mailer submits summary file with piece counts by ZIP & Carrier Route

NEW

- Mailer can retrieve updated visibility file as often as needed from interim Informed Visibility

NEW

Large Mailer Summary File Data

Mailer File

- Unique Job ID
- ZIP Code
- Carrier Route
- Number of pieces

(In CSV format)

USPS Appended Data File

- Unique Job ID
- ZIP Code
- Carrier Route
- Number of pieces

appended data

- **ZIP Code**
- **Carrier Route**
- **Date/Time**

Accessing Mailer Data

Login

Login to the **Business Customer Gateway**

Download

Download bundle visibility data

Saturation and ECR Bundle Visibility
All Other Mailers

USPS

- NEW — Establish new mail prep rules for Saturation Mailings
- NEW — 99M IMcb pallet placards are scanned upon arrival at DU & again prior to bundle distribution to carrier route
- NEW — Carriers scan one bundle facing slip barcode for mailing being taken to the street
- NEW — Scan data reported every 4 hours to interim Informed Visibility system

Mailer

- Mailer submits summary file with piece counts by ZIP & Carrier Route along with related barcode data — NEW
- Mailers generate & apply 99M IMcb to pallets — NEW
- Mailers generate & apply unique barcoded bundle facing slip to each bundle — NEW
- Mailers can retrieve updated file as often as needed from interim Informed Visibility — NEW

IMCB & Bundle Facing slip Production
All Other Mailers

USPS IMsb Application
OPTION 1:

1. Mailer enters MID & summary mailing information (piece counts by ZIP & Carrier Route)
2. IMsb generates PDF IMcb placards & barcoded bundle facing slips
3. Mailer prints and applies IMcb placards & bundle facing slips to mailing
4. Summary file is transmitted to interim Informed Visibility system

OR

OPTION 2:
Mailer-Developed Solution

1. Mailer generates IMcb placards & barcoded bundle facing slips (compliant with USPS specifications)
2. Mailer prints and applies IMcb placards & bundle facing slips to mailing
3. Mailer populates summary file with piece counts by ZIP & Carrier Route along with related barcode data
4. Mailer transmits summary file to interim Informed Visibility system

OPTION 1 – USE USPS IMsb application

IMsb Provides User Interface for Data Collection

- Authenticates user
- Collects summary mailing data:
  - Unique Job ID
  - ZIP Code(s)
  - Carrier Route(s)
  - Number of pieces per individual ZIP/route
  - Number of bundles per individual ZIP/route
  - Number of IMcb placards needed

Produces & Transmits Mailing Summary File

- Uses mailer-supplied information to populate Mailing Summary file
- Includes barcode data in file
- Sends .CSV file to Interim IV system

Produces IMcb Placards & Bundle Facing Slips

- Manages serialization of IMcb placards
- Manages serialization of bundle facing slip barcodes
- Creates placards and bundle facing slips as downloadable PDF file

OPTION 2 – Mailer-Developed solution

Mailer developed solution

Mailer Produces & Transmits Mailing Summary File

- .CSV file should follow USPS specification & include the following summary mailing data:
  - Mailer Name
  - MID
  - Unique Job ID
  - Date of Mailing
  - Number of pieces per individual ZIP/route
  - Number of bundles per individual ZIP/route and the associated facing slip and container barcodes (IMcb)

Mailer Prints & Applies IMcb Placards & Bundle Facing Slips

- Manages serialization of IMcb placards
- Produces bundle facing slips conforming to USPS specification
- Manages serialization of bundle facing slip and container barcodes (IMcb)

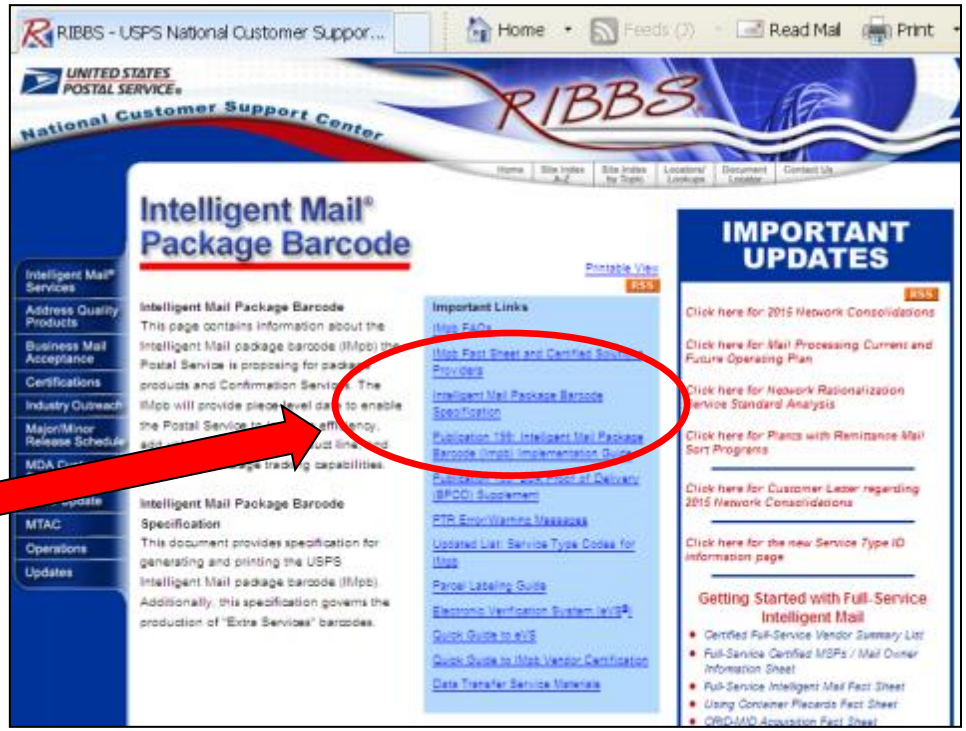
Bundle Facing Slip Barcode

FAIRFAX, VA 22033
STD FLTS ECR WSS RR33
ABC COMPANY STERLING, VA 201
50 COPIES

USPS TRACKING #

9390 5123 4561 1234 5678 9012 33

Consult RIBBS.USPS.gov for IMpb specification, samples, and dimensions



Bundle Facing Slip Elements & Layout

Delivery Unit & ZIP

Bundle Contents, Prep Level, & Route

Mailer Name & Location

# of Pieces in Bundle

IMpb Barcode

FAIRFAX, VA 22033

STD FLTS ECR WSS RR33

ABC COMPANY STERLING, VA 201

50 COPIES

Saturation Mail Bundle Facing Slip Barcode Constructs

Construct for 9-digit MID (IMpb Format - C02)

420	22082	92	905	912345678	1	1234567890	1
Routing AI	Destination ZIP Code	Channel AI	Service Type Code	9-digit Mailer ID (MID)	IMpb Source	Serial Number	Check Digit

Construct for 6-digit MID (IMpb Format - C06)

420	22082	93	905	123456	1	1234567890123	1
Routing AI	Destination ZIP Code	Channel AI	Service Type Code	6-digit Mailer ID (MID)	IMpb Source	Serial Number	Check Digit

IMpb Service Type Code (STC)	Description
905	Saturation Mail Bundle (Standard Mail)
906	Periodicals (Standard Mail)
907	Periodicals (First-Class Mail)

Bundle Facing Slip Barcode – 9-digit MID

IMpb Format - C02

420	22082	92	905	912345678	1	1234567890	1
Routing AI	Destination ZIP Code	Channel AI	Service Type Code	9-digit Mailer ID (MID)	IMpb Source	Serial Number	Check Digit

Format C02	**Commercial Mail (9-digit Mailer ID, 5-digit ZIP Code)**
Data Field	***Field Length***
"420" Postal Routing Code Application Identifier	3 digits
5-digit Destination ZIP	5 digits
"92" Channel Application Identifier	2 digits
Service Type Code	3 digits
Mailer ID	9 digits
Serial #	11 digits 1st digit 1 = IMsb-generated 2 = Mailer-produced
Mod 10 Check Digit	1 digit
TOTAL	**34 digits**

Note: *Mailers should use the appropriate service type code (STC) depending on bundle make up.*

Bundle Facing Slip Barcode – 6-digit MID

IMpb Format - C06

420	22082	93	905	123456	1	1234567890123	1
Routing AI	Destination ZIP Code	Channel AI	Service Type Code	6-digit Mailer ID (MID)	IMpb Source	Serial Number	Check Digit

Format C06	**Commercial Mail (6-digit Mailer ID, 5-digit ZIP Code)**
Data Field	***Field Length***
"420" Postal Routing Code Application Identifier	3 digits
5-digit Destination ZIP	5 digits
"93" Channel Application Identifier	2 digits
Service Type Code	3 digits
Mailer ID	6 digits
Serial #	14 digits 1st digit 1 = IMsb-generated 2 = Mailer-produced
Mod 10 Check Digit	1 digit
TOTAL	**34 digits**

Note: *Mailers should use the appropriate service type code (STC) depending on bundle make up.*

Conceptual Summary File Data
All Other Mailers

Mailer File

- Unique Job ID
- ZIP Code
- Carrier Route
- Number of pieces
- Number of bundles
- Bundle facing slip barcodes (IMpb)
- IMcb pallet barcodes

(In CSV format)

USPS Appended Data File

- Unique Job ID
- ZIP Code
- Carrier Route
- Number of pieces
- Number of bundles
- Bundle facing slip barcodes (IMpb)
- IMcb pallet barcodes

appended data

- **ZIP Code**
- **Carrier Route**
- **Date/Time**

Conceptual Summary file – All Other Mailers 9-digit MID

Mailer Name: ABC Company
MID: 912345678
Job ID: 123456ABCD
Date of Mailing: 01/20/2015

5-digit ZIP	Carrier Route	# of Pieces	# of Bundles	Bundle Facing Slip Barcode (IMpb)	IMcb Pallet Barcode
22082	C001	500	5	42022082929059123456781234567890	99M912345678123456789012
				42022082929059123456781000000001	99M912345678123456789012
				42022082929059123456781000000002	99M912345678123456789012
				42022082929059123456781000000003	99M912345678123456789012
				42022082929059123456781000000004	99M912345678123456789012
22082	C002	500	5	42022082929059123456781000000005	99M912345678123456789012
				42022082929059123456781000000006	99M912345678123456789012
				42022082929059123456781000000007	99M912345678123456789012
				42022082929059123456781000000008	99M912345678123456789012
				42022082929059123456781000000009	99M912345678123456789012

10-digit Serial Number allows for unique identification of 10 million bundles before duplication/reuse

Accessing Mailer Data

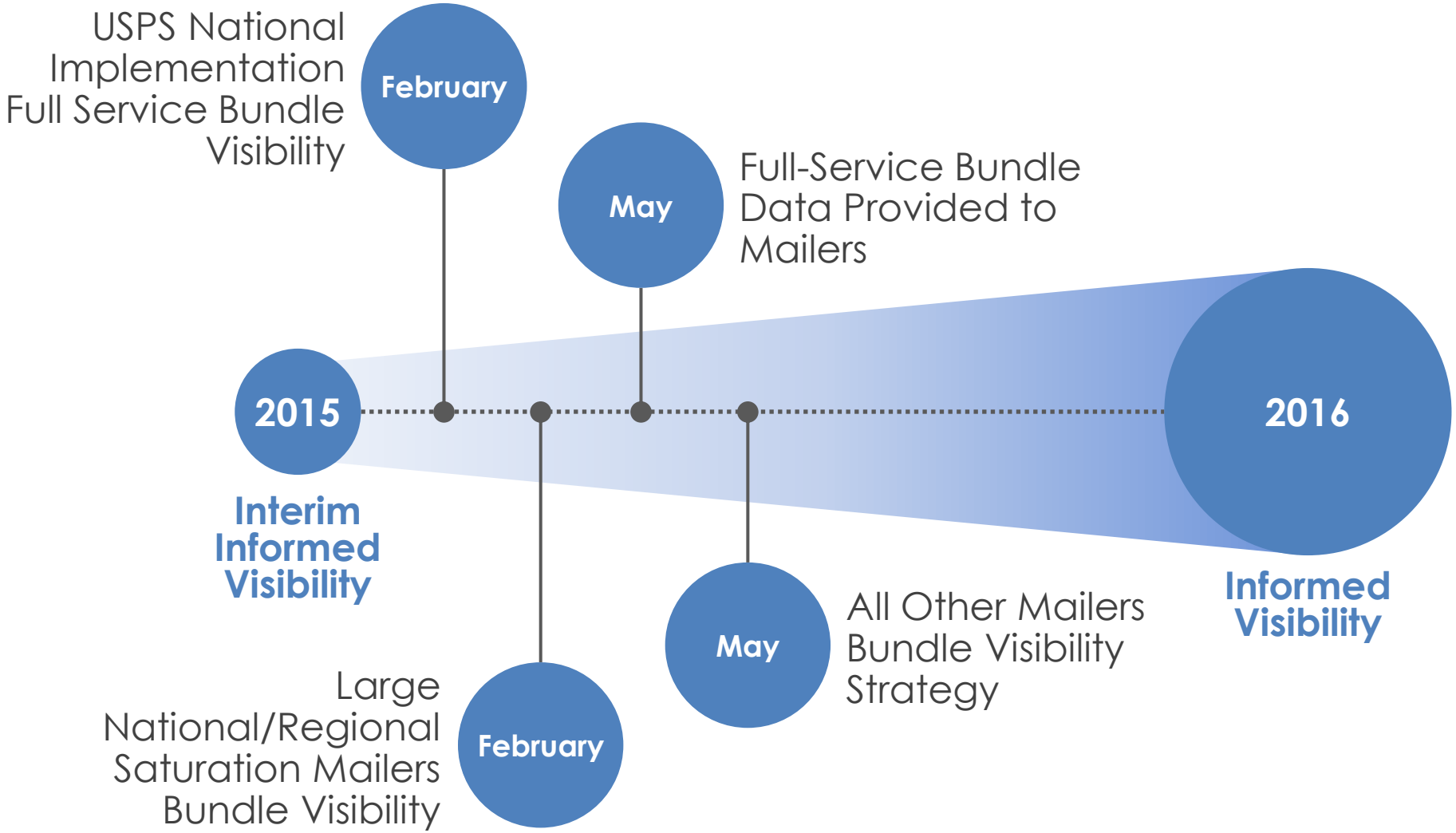
Login

Login to the **Business Customer Gateway**

Download

Download bundle visibility data

Timeline


USPS National Implementation Full Service Bundle Visibility
February
May
Full-Service Bundle Data Provided to Mailers
2015
2016
Interim Informed Visibility
Informed Visibility
May
All Other Mailers Bundle Visibility Strategy
Large National/Regional Saturation Mailers Bundle Visibility
February

Informed Visibility (IV)

Informed Visibility

IV is an enterprise system that will be a real-time single source of all mail and mail aggregate information

IV will leverage data to provide business intelligence for USPS functional groups and the mailing industry, providing:

- Event-Driven Internal Measurement of all Mail
- Real-Time Service Performance Diagnostics
- Mail Inventory Management of Mail and Packages
- Predictive Workloads on Mail and Packages
- End-to-End Tracking of Mail
- Ease of Use

Informed Visibility

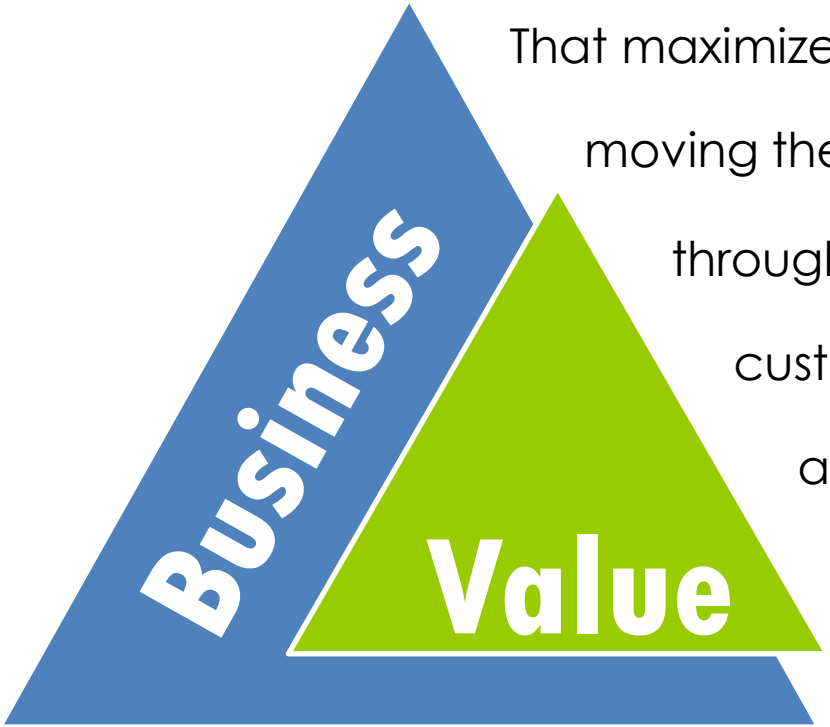
Program Benefits

- Reduces Contract Support for External Components of Service Measurement
- Eliminates Manual Work for Plant Mail Inventory
- Retirement of legacy systems
- Improves Operational Efficiency
- Can improve Business Operations for Mailers
- Supports multi-channel communications
- Creates the foundation for enterprise analytics

Informed Visibility

Provides a Single Mail Data Repository and…

Powerful Analytics based on Real-time Processing …



That maximizes operational efficiency,

moving the business from reactive to proactive,

through enhanced business intelligence,

customizable dashboards,

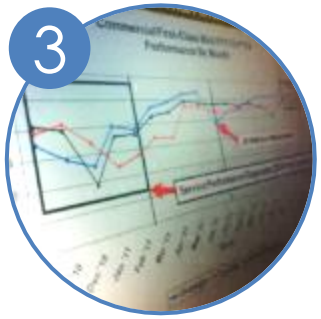
and flexible data provisioning capabilities.

IV Implementation Will be a Phased Approach

Scope of initial releases:

Event driven real-time **SERVICE PERFORMANCE MEASUREMENT** for all mail

Event driven real-time **MAIL INVENTORY AND PREDICTIVE WORKLOADS**



Event driven real-time **MAIL TRACKING AND REPORTING**

Value of Informed Visibility

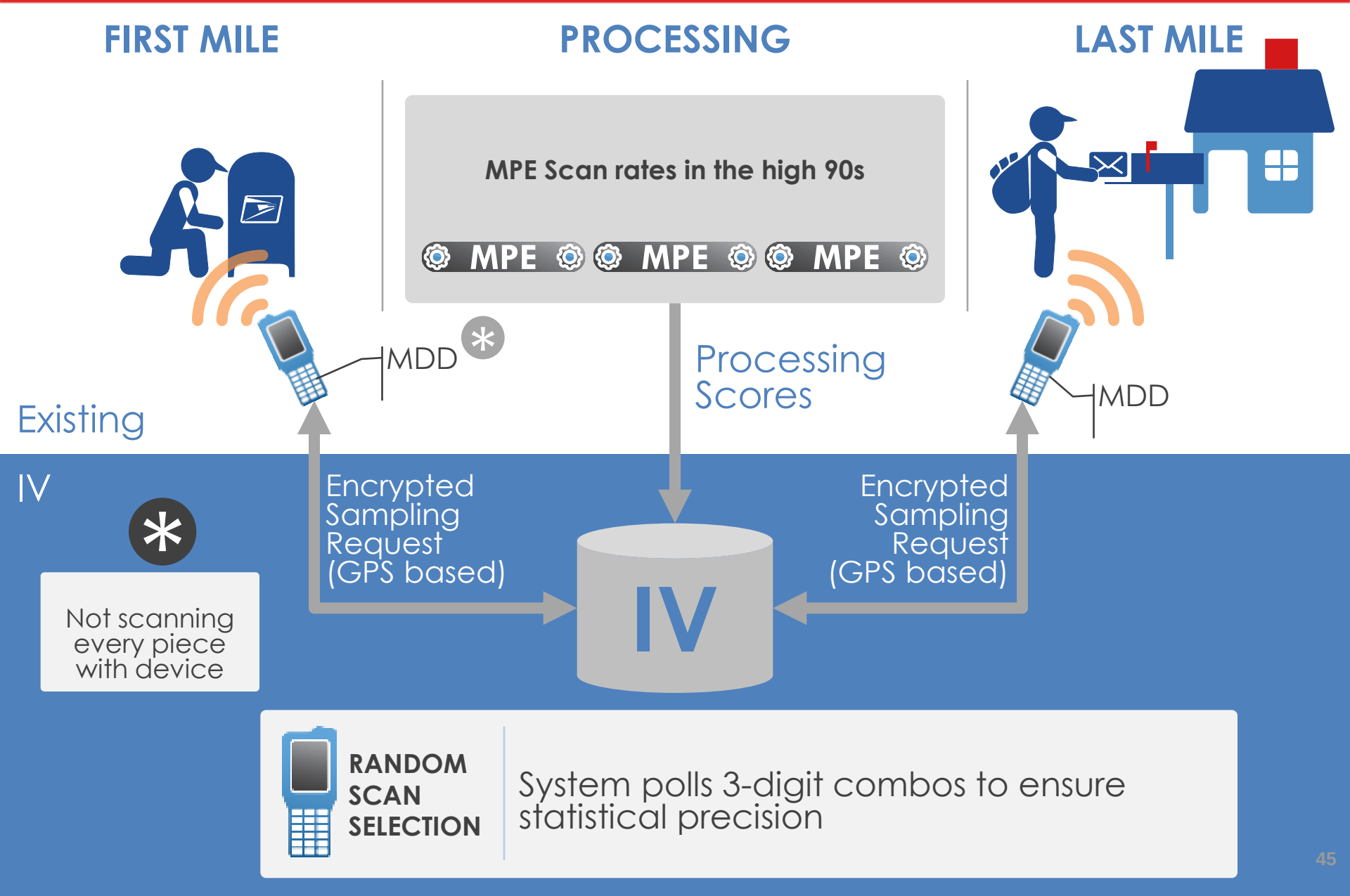
for Service Performance Measurement

- **End-to-End Measurement of all Mail**
  - One Consolidated Mail Measurement System (single piece and presort)
  - Measuring All Mail (census vs. sampling)
  - Real-Time Same Day Service Scores

IV leverages Mail Visibility providing a comprehensive view of USPS service performance measurement

IV reduces USPS reliance on 3rd party reporters

Internal Service Performance Measurement



Value of Informed Visibility

for Field Service Performance Diagnostics

- **Enhanced Real-time Service Performance Diagnostics**
  - Diagnostics on all mail (single piece and presort)
  - Collecting and provisioning data in real-time
  - Real-time monitoring of key performance metrics (cycle times, FIFO, etc.)
  - Real-time notifications of missent, mishandled, or looping mail
  - Real-time Container-At-Risk alerts for all mail

IV provides real-time granular insight into specific mail-flows and systemic issues

IV provides real-time cycle time analytics – total and segmented cycle times – allowing for identification of specific segments impacting rolled throughput yield

Value of Informed Visibility

for Mail Processing

- **Mail Inventory Management and Predictive Workloads**
  - Inbound, On-hand, and Ready to Process Inventory (volumes, location in process, mail make-up and service window)
  - Inventory based Run Plans (resources needed, run start time, expected throughput, expected end of run)
  - Real-Time Processing Status (throughput, cycle-time, mail at risk, service performance, and alerts)
  - Outbound Inventory (maximizing transportation)

IV will automatically create an optimized Run Plan for the day's workload, based on actual mail volume, allowing improved utilization and efficiency

IV's forecasting capability will enable the planning of resources days in advance, leveraging flexibility of labor contracts

Value of Informed Visibility

for Transportation

- **Real-time monitoring of inventory**
  - Alerts for missing containers at unload or load
  - Arrival profile and Dispatch ready profile
- **Real-time monitoring of transportation status and locations**
- **Real-time simplified Surface Visibility-like (SV) data capture for mail aggregates (handling units, containers and transportation)**
  - Expands Surface Visibility-like functionality to all sites

IV will optimize transportation utilization by coordinating schedules to align with dispatch ready volumes

IV will provide alerting mechanisms for transportation variances allowing operations to proactively adjust

Value of Informed Visibility

for Delivery

- **Mail Inventory Management and Predictive Workloads**
  - Real-time Volume Arrival Profile
  - Inbound, On-hand, and Out for Delivery Inventory by route and delivery point
  - Facilitates Optimized Dynamic routing and workload balancing
  - Automates volume recording (eliminates existing manual process)
  - Generates Carrier Manifest by route (accountables, trays, bundles, etc.)

IV forecasting capability will enable the planning of resources days in advance, leveraging flexibility of labor contracts

IV mail volume data for all routes will assist in replacement of DOIS

Value of Informed Visibility

for Mailers

- **Improved Service and Visibility**
  - Informed Visibility and Field Service Performance Diagnostics leads to consistent, reliable, predictable service
  - Informed Visibility and real-time Mail Inventory Management leads to reduced operational costs, which will drive operational efficiencies
  - Provides mailers with complete visibility and tracking across the supply mail chain
  - Provides mailers with mailing-specific service scores
  - Improved ease of use for mailers through flexible data provisioning

IV gives mailers visibility into their mailings, increasing the value of mail and enabling mailers to plan their mailings, measure success of each mailing campaign, and efficiently staff

Value of Informed Visibility

Enhanced Visibility

Current

IMb Tracing

- Visibility for letters, flats & bundles
- Bundle visibility limited to piece automation scans
- Raw data download, or push subscription (1-24 hour)

PostalOne! & Mail.xml

- Visibility for trays & containers
- Push, pull, or download data
- Latency issues

Future

- Comprehensive end-to-end
- Real-time reporting
- Flexible data provisioning
- Customer specific mail performance
- Additional scan events
    - Delivery unit related bundle visibility
    - "Out for delivery" & "delivered" events

Flexible Data Provisioning

IV supported FLEXIBLE DATA PROVISIONING allows you to select:

What?

… data fields you want to receive

How?

… you want your data filtered

… you want it aggregated

… you want it presented – such as in a text file, Excel, or an alert

… you want it delivered - either pushed to your server, or sent by email or text

When?

… you want it delivered - pre-established schedule, near real-time, event driven

UNITED STATES POSTAL SERVICE®

Real-Time Event-Driven Multi-Channel Marketing

Mail Delivered

Real-Time Data Received

Email Sent

Mailer Notified

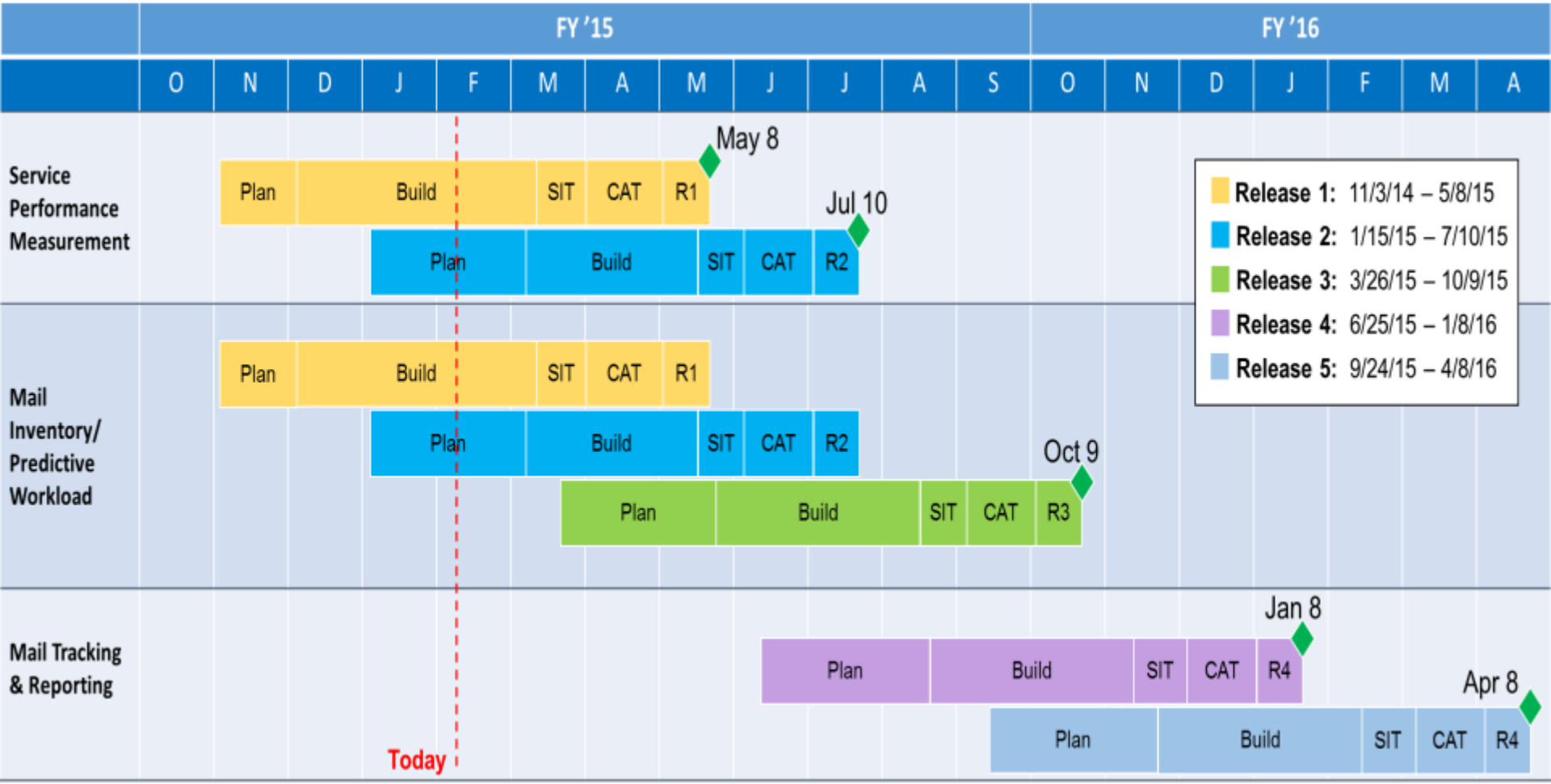
Mail Moment

Customer Conversion

A single source for all your mail visibility needs

Getting the **right data** to the **right people**
in time to **make a difference**

IV Timeline


FY '15
FY '16
O N D J F M A M J J A S O N D J F M A
Service Performance Measurement
Plan Build SIT CAT R1
May 8
Plan Build SIT CAT R2
Jul 10
Mail Inventory/ Predictive Workload
Plan Build SIT CAT R1
Plan Build SIT CAT R2
Plan Build SIT CAT R3
Oct 9
Mail Tracking & Reporting
Plan Build SIT CAT R4
Jan 8
Plan Build SIT CAT R4
Apr 8
Today
Release 1: 11/3/14 – 5/8/15
Release 2: 1/15/15 – 7/10/15
Release 3: 3/26/15 – 10/9/15
Release 4: 6/25/15 – 1/8/16
Release 5: 9/24/15 – 4/8/16

Address Management Updates

UNITED STATES POSTAL SERVICE®

ACS™ File Format Version 1.0

- **On January 25, 2015 all ACS fulfillments delivered through EPF have been expanded and improved to the ACS File Format Version 1.0**
- **The new file layout and data reflects the current and future US Postal Service® technology and methods for handling undeliverable-as-addressed mail**
- **Information available through these processes is now being delivered in the ACS notices, including:**
  - **The complete Move Effective Date (MMDDYYYY) and the COA "Made Available Date"**
  - **The Intelligent Mail barcode data, when available**
  - **When, How, and Where the undeliverable mail piece was processed**
  - **Final disposition of the mailpiece**
  - **Address correction and other applicable fee(s) for each ACS record**

IMPORTANT NOTE: Full Service ACS and COA Reports provided via the Business Customer Gateway are NOT affected by this change.

ACS™ File Format Version 1.0

- **Additional ACS file options are available upon request:**
  - **Legacy File Format – The same format you were receiving prior to January 25, but with a different file name and without the new information**
  - **CSV – Comma Separated Value with the same information as the Version 1.0 file**
  - **XML/XLS – Excel Binary File that includes column headers and can be opened in a spreadsheet**
- **The ACS File Format Version 1 Technical Guide has been updated**
- **For more information:**

https://ribbs.usps.gov/acs/newACSformat/

or contact

acs@usps.gov

Standard Mail® UAA Trending

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%
FY13	$ 244,081	-10.0%	1,055,467	-5.5%	$ 768,966	-2.6%	1,495,966	-2.2%	$ 257,613	0.1%	4,233,078	2.9%
FY14	$ 229,568	-5.9%	1,010,525	-4.3%	$ 769,790	0.1%	1,464,963	-2.1%	$ 253,389	-1.6%	4,139,809	-2.2%
FY04 vs FY14		**-45.6%**		**-49.1%**		**-6.4%**		**-8.6%**		**-6.1%**		**-32.5%**
FY08 vs FY14		**-42.8%**		**-43.1%**		**-1.3%**		**2.1%**		**-24.9%**		**-32.1%**

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%
FY13	$ 6,745	4.8%	24,890	22.1%	$ 84,562	-1.2%	40,681	-4.3%	$ 227,734	0.0%	4,060,549	2.7%
FY14	$ 6,148	-8.9%	22,905	-8.0%	$ 80,606	-4.7%	37,937	-6.7%	$ 223,911	-1.7%	3,972,749	-2.2%
FY04 vs FY14		**-45.2%**		**-30.3%**		**-51.4%**		**-59.6%**		**-9.9%**		**-33.6%**
FY08 vs FY14		**-48.6%**		**-26.6%**		**-52.5%**		**-60.3%**		**-28.3%**		**-33.3%**

Historical Trend

Standard Mail

RPW Volume	UAA %		RPW Growth/ Decline	UAA Growth/ Decline
95,563,521	6.39%	*FY2004*	-	-
99,084,155	6.14%	*FY2008*	3.68%	-0.48%
82,706,211	5.14%	*FY2009*	-16.53%	-30.12%
82,524,808	4.91%	*FY2010*	-0.22%	-4.55%
84,691,659	5.09%	*FY2011*	2.63%	6.25%
79,801,009	5.03%	*FY2012*	-5.77%	-6.81%
80,962,678	5.10%	*FY2013*	1.46%	2.77%
80,377,551	5.02%	*FY2014*	-0.72%	-2.24%
Average Yearly Decline since 2008			**-2.21%**	**-5.03%**

UNITED STATES POSTAL SERVICE®

Discussion
&
Questions