

# MTAC Visibility and Service Performance



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Moderator

Jan. 13, 2016



# Standard Mail



# Mail Tracking Data Access Current vs. Future State

## 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



- All data available exists on the server
- Continue to support .XML and .DAT
- Potentially another API or web-service
- Comprehensive end-to-end
- Real-time reporting
- Flexible data provisioning
- Customer specific mail performance

Data Type	System	Explanation		Recipients			Delegate?	How Data is received				Data Provisioning
		Fields	Data Sources	Mail Owner	Mail Preparer	Other		XML push	XML pull	Online	Other	
Container Scan	Legacy	IMcb, Date/Time, Event Type, Event Location	SV IM-DAS	●	●		●	●	●			48 hrs.
	<b>IV</b>	Legacy + Value Add	SV IM-DAS	●	●	●	Flexible Data Delegation	●	●	●	Flexible Data Provisioning	Near Real-Time
Handling Unit Scan	Legacy	IMtb, Date/Time, Event Type, Event Location	SASS MHS	●	●		●	●	●			48 hrs.
	<b>IV</b>	Legacy + Value Add	SASS MHS	●	●	●	Flexible Data Delegation	●	●	●	Flexible Data Provisioning	Near Real-Time
Address Change Service (ACS)	Legacy	COA: Original IMb, move effective date, old & new addresses, eDoc keyline NIXIE: Original IMb, nixie reason, original address, eDoc keyline	ACS	●			●	●	●		Single Source	
	<b>IV</b>	TBD UG4/UG5 Discussion										
Start-the-Clock Data (STC)	Legacy	Container ID, Date		●	●		●	●	●			48 hrs.
	<b>IV</b>	Legacy + Value Add		●	●	●	Flexible Data Delegation	●	●	●	Flexible Data Provisioning	Near Real-Time
Piece Scan Data	Legacy	IMb, Date/Time, Event Type, Event Location	MPE			MID on Piece					IMb Tracing	2 hrs.
	<b>IV</b>	Legacy + Value Add	MPE Handheld Scanners	●	●	MID on Piece	Flexible Data Delegation	●	●	●	Flexible Data Provisioning	Near Real-Time
Bundle Scan Data (Pilot)	Legacy	IMb, Date/Time, Event Type, Event Location		●	●		●				IME	4 hrs.
	<b>IV</b>	Legacy + Value Add		●	●	●	Flexible Data Delegation	●	●	●	Flexible Data Provisioning	Near Real-Time

# Mail Tracking Data Access

## Current vs. Future State

Access Role	Container		Delegate Container Visibility	Handling Unit		Delegate Handling Unit Visibility	Bundle		Delegate Bundle Visibility	Piece		Delegate Piece Visibility
	View	View		View	View		View	View				
	Actual	Assumed <sup>1</sup>		Actual	Assumed <sup>2</sup>		Actual	Assumed <sup>3</sup>		Actual	Assumed <sup>4</sup>	
Mail Owner	X	X	X	X	X	X						
Mail Owner Delegate	X	X		X	X							
Mail Preparer	X	X	X	X	X	X						
Mail Preparer Delegate	X	X		X	X							
MID Owner of MID on Container	X	X	X									
MID Owner of MID on Container Delegate	X	X										
MID Owner of MID on Tray				X	X	X						
MID Owner of MID on Tray Delegate				X	X							
MID Owner of MID on Piece	X	X		X	X		X	X	X	X	X	X
MID Owner of MID on Piece Delegate	X	X		X	X		X	X		X	X	
eDoc Submitter	X	X		X	X							
FAST Scheduler	X	X										

<sup>1</sup>Assumed container handling events created based on transportation or mailing-level handling events.

<sup>2</sup>Assumed handling unit handling events created based on container, transportation or mailing-level handling events.

<sup>3</sup>Assumed bundle handling events created based on handling unit, container, transportation or mailing-level handling events.

<sup>4</sup>Assumed piece handling events created based on bundle, handling unit, container, transportation or mailing-level handling events.

### Mail objects available through End-to-End Mail Tracking

- Container
- Handling Unit (Trays, Tubs, and Sacks)
- Bundle
- Piece

### Visibility Events (Actual vs. Assumed vs. Logical Handling Events)

- **Actual** = scan of physical mailpiece, bundle, handling unit, or container
- **Assumed** = implied scan of nested mailpiece, bundle, handling unit, or container (i.e. The mail aggregate received an actual scan, and the nested mail receives an assumed scan)
- **Logical** = any other implied event based on business rules.

**As Is**

**To Be Added**

*Not Final: Proposed by MTAC UG4*

## 1 Columns by Mail Object Type: Container, Handling Unit, Bundle, and Mailpiece

Access Role	Container			Handling Unit			Bundle			Mailpiece		
	Actual	Assumed	Logical	Actual	Assumed	Logical	Actual	Assumed	Logical	Actual	Assumed	Logical
Mail Owner	X	X	X	X	X	X						
Mail Owner Delegate	X	X		X	X							
Mail Preparer	X	X	X	X	X	X						
Mail Preparer Delegate	X	X		X	X							
MID Owner of MID on Container	X	X	X									
MID Owner of MID on Container Delegate	X	X										
MID Owner of MID on Tray				X	X	X						
MID Owner of MID on Tray Delegate				X	X							
MID Owner of MID on Piece	X	X		X	X		X	X	X	X	X	X
MID Owner of MID on Piece Delegate	X	X		X	X		X	X		X	X	
eDoc Submitter	X	X		X	X							
FAST Scheduler	X	X										

<sup>1</sup> Assumed container handling events created based on transportation or mailing-level handling events.

<sup>2</sup> Assumed handling unit handling events created based on container, transportation or mailing-level handling events.

<sup>3</sup> Assumed bundle handling events created based on handling unit, container, transportation or mailing-level handling events.

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As Is

To Be Added

*Not Final: Proposed by MTAC UG4*

2

For each Mail Object Type, three columns:  
View Actual Handling Events, View Assumed Handling Events, and Delegate Visibility

Access Role	Container		Delegate Container Visibility	Handling Unit		Delegate Handling Unit Visibility	Bundle		Delegate Bundle Visibility	Piece		Delegate Piece Visibility
	View	View		View	View		View	View				
	Actual	Assumed <sup>1</sup>		Actual	Assumed <sup>2</sup>		Actual	Assumed <sup>3</sup>		Actual	Assumed <sup>4</sup>	
Mail Owner	X	X	X	X	X	X						
Mail Owner Delegate	X	X										
Mail Preparer	X	X										
Mail Preparer Delegate	X	X										
MID Owner of MID on Container	X	X										
MID Owner of MID on Container Delegate	X	X										
MID Owner of MID on Tray												
MID Owner of MID on Tray Delegate				X	X							
MID Owner of MID on Piece	X	X		X	X		X	X	X	X	X	
MID Owner of MID on Piece Delegate	X	X		X	X		X	X		X	X	
eDoc Submitter	X	X		X	X							
FAST Scheduler	X	X										
<sup>1</sup> Assumed container handling events created based on transportation or mailing-level handling events. <sup>2</sup> Assumed handling unit handling events created based on container, transportation or mailing-level handling events. <sup>3</sup> Assumed bundle handling events created based on handling unit, container, transportation or mailing-level handling events. <sup>4</sup> Assumed piece handling events created based on bundle, handling unit, container, transportation or mailing-level handling events.												
<b>Mail objects available through End-to-End Mail Tracking</b> - Container - Handling Unit (Trays, Tubs, and Sacks) - Bundle - Piece												
<b>Visibility Events (Actual vs. Assumed vs. Logical Handling Events)</b> - <b>Actual</b> = scan of physical mailpiece, bundle, handling unit, or container - <b>Assumed</b> = implied scan of nested mailpiece, bundle, handling unit, or container (i.e. The mail aggregate received an actual scan, and the nested mail receives an assumed scan) - <b>Logical</b> = any other implied event based on business rules.												
<div style="display: flex; justify-content: space-between;"> <span>As Is</span> <span>Not Final: Proposed by MTAC UG4</span> </div> <div style="display: flex; justify-content: space-between;"> <span>To Be Added</span> </div>												

- **Actual** = scan of physical mailpiece, bundle, handling unit, or container
- **Assumed** = implied scan of **nested** mailpiece, bundle, handling unit, or container (i.e. The mail aggregate received an actual scan, and the nested mail receives an assumed scan)

## 3 Color indicates status

**Green** shows current visibility; **Gold** shows future visibility suggested by MTAC UG4

Access Role	Container		Delegate Container Visibility	Handling Unit		Delegate Handling Unit Visibility	Bundle		Delegate Bundle Visibility	Piece		Delegate Piece Visibility
	View	View		View	View		View	View				
	Actual	Assumed <sup>1</sup>		Actual	Assumed <sup>2</sup>		Actual	Assumed <sup>3</sup>		Actual	Assumed <sup>4</sup>	
Mail Owner	X	X	X	X	X	X						
Mail Owner Delegate	X	X		X	X							
Mail Preparer	X	X	X	X	X	X						
Mail Preparer Delegate	X	X		X	X							
MID Owner of MID on Container	X	X	X									
MID Owner of MID on Container Delegate	X	X										
MID Owner of MID on Tray				X	X	X						
MID Owner of MID on Tray Delegate				X	X							
MID Owner of MID on Piece	X	X		X	X		X	X	X	X	X	
MID Owner of MID on Piece Delegate	X	X		X	X		X	X		X	X	
eDoc Submitter	X	X		X	X							
FAST Scheduler	X	X										

<sup>1</sup>Assumed container handling events created based on transportation or mailing-level handling events.

<sup>2</sup>Assumed handling unit handling events created based on container, transportation or mailing-level handling events.

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**As Is**

**To Be Added**

*Not Final: Proposed by MTAC UG4*

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## Rows indicate Access Role

Mail Owner, Mail Preparer, MID Owners of MID on piece, their delegates, and more...

Access Role	Container		Delegate Container Visibility	Handling Unit		Delegate Handling Unit Visibility	Bundle		Delegate Bundle Visibility	Piece		Delegate Piece Visibility
	View	View		View	View		View	View				
	Actual	Assumed <sup>1</sup>		Actual	Assumed <sup>2</sup>		Actual	Assumed <sup>3</sup>		Actual	Assumed <sup>4</sup>	
Mail Owner	X	X	X	X	X	X						
Mail Owner Delegate	X	X		X	X							
Mail Preparer	X	X	X	X	X	X						
Mail Preparer Delegate	X	X		X	X							
MID Owner of MID on Container	X	X	X									
MID Owner of MID on Container Delegate	X	X										
MID Owner of MID on Tray				X	X	X						
MID Owner of MID on Tray Delegate				X	X							
MID Owner of MID on Piece	X	X		X	X		X	X	X	X	X	
MID Owner of MID on Piece Delegate	X	X		X	X		X	X		X	X	
eDoc Submitter	X	X		X	X							
FAST Scheduler	X	X										

<sup>1</sup> Assumed container handling events created based on transportation or mailing-level handling events.

<sup>2</sup> Assumed handling unit handling events created based on container, transportation or mailing-level handling events.

<sup>3</sup> Assumed bundle handling events created based on handling unit, container, transportation or mailing-level handling events.

<sup>4</sup> Assumed piece handling events created based on bundle, handling unit, container, transportation or mailing-level handling events.

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As Is

To Be Added

*Not Final: Proposed by MTAC UG4*

- Rows represent the individual access roles such as Mail Owner and Mail Owner Delegate.
- Main role (such as Mail Owner) has the ability to delegate access to their visibility data, whereas the Delegate is only able to view the data.

**Now let's look at each Mail  
Object Type in detail...**

Access Role	Container		Delegate Container Visibility
	View	View	
	Actual	Assumed <sup>1</sup>	
Mail Owner	X	X	X
Mail Owner Delegate	X	X	
Mail Preparer	X	X	X
Mail Preparer Delegate	X	X	
MID Owner of MID on Container	X	X	X
MID Owner of MID on Container Delegate	X	X	
MID Owner of MID on Tray			
MID Owner of MID on Tray Delegate			
MID Owner of MID on Piece	X	X	
MID Owner of MID on Piece Delegate	X	X	
eDoc Submitter	X	X	
FAST Scheduler	X	X	
As Is			
To Be Added			

*Not Final: Proposed by MTAC UG4*

<sup>1</sup> Assumed container handling events created based on transportation or mailing-level handling events.

Access Role	Handling Unit		Delegate Handling Unit Visibility
	View	View	
	Actual	Assumed <sup>2</sup>	
Mail Owner	X	X	X
Mail Owner Delegate	X	X	
Mail Preparer	X	X	X
Mail Preparer Delegate	X	X	
MID Owner of MID on Container			
MID Owner of MID on Container Delegate			
MID Owner of MID on Tray	X	X	X
MID Owner of MID on Tray Delegate	X	X	
MID Owner of MID on Piece	X	X	
MID Owner of MID on Piece Delegate	X	X	
eDoc Submitter	X	X	
FAST Scheduler			
As Is			
To Be Added			

*Not Final: Proposed by MTAC UG4*

<sup>2</sup> Assumed handling unit handling events created based on container, transportation or mailing-level handling events.

Access Role	Bundle		Delegate Bundle Visibility
	View	View	
	Actual	Assumed <sup>3</sup>	
Mail Owner			
Mail Owner Delegate			
Mail Preparer			
Mail Preparer Delegate			
MID Owner of MID on Container			
MID Owner of MID on Container Delegate			
MID Owner of MID on Tray			
MID Owner of MID on Tray Delegate			
MID Owner of MID on Piece	X	X	X
MID Owner of MID on Piece Delegate	X	X	
eDoc Submitter			
FAST Scheduler			
As Is			
To Be Added			

*Not Final: Proposed by MTAC UG4*

<sup>3</sup> Assumed bundle handling events created based on handling unit, container, transportation or mailing-level handling event.

Access Role	Piece		Delegate Piece Visibility
	View	View	
	Actual	Assumed <sup>4</sup>	
Mail Owner			
Mail Owner Delegate			
Mail Preparer			
Mail Preparer Delegate			
MID Owner of MID on Container			
MID Owner of MID on Container Delegate			
MID Owner of MID on Tray			
MID Owner of MID on Tray Delegate			
MID Owner of MID on Piece	X	X	X
MID Owner of MID on Piece Delegate	X	X	
eDoc Submitter			
FAST Scheduler			
As Is			
To Be Added			

*Not Final: Proposed by MTAC UG4*

<sup>4</sup> Assumed mailpiece handling events created based on bundle, handling unit, container, transportation or mailing-level handling events.

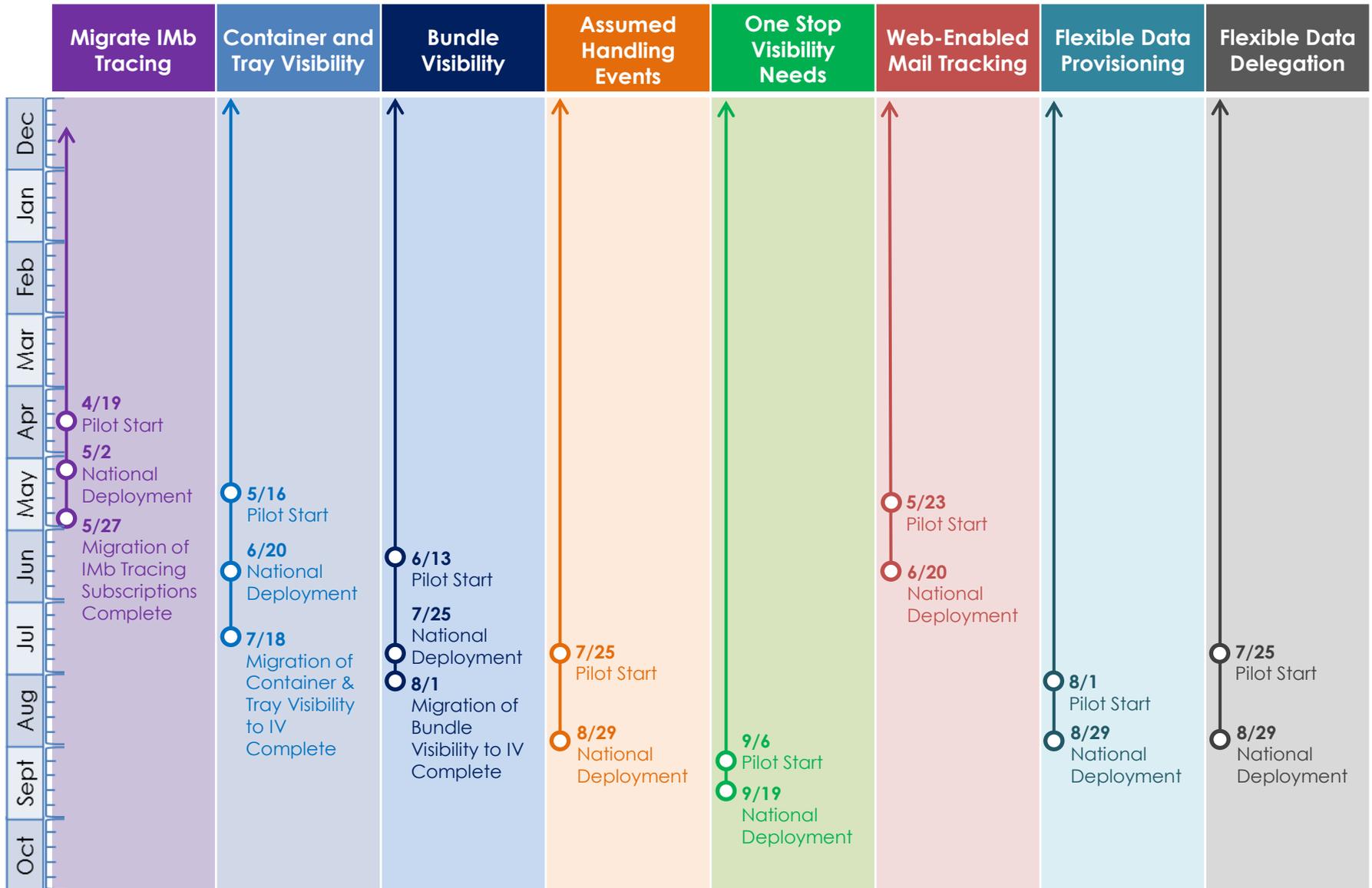
## Tracking data available through IV for:

- Container
- Handling Unit (Trays, Tubs, and Sacks)
- Bundle
- Piece

## Types of visibility events

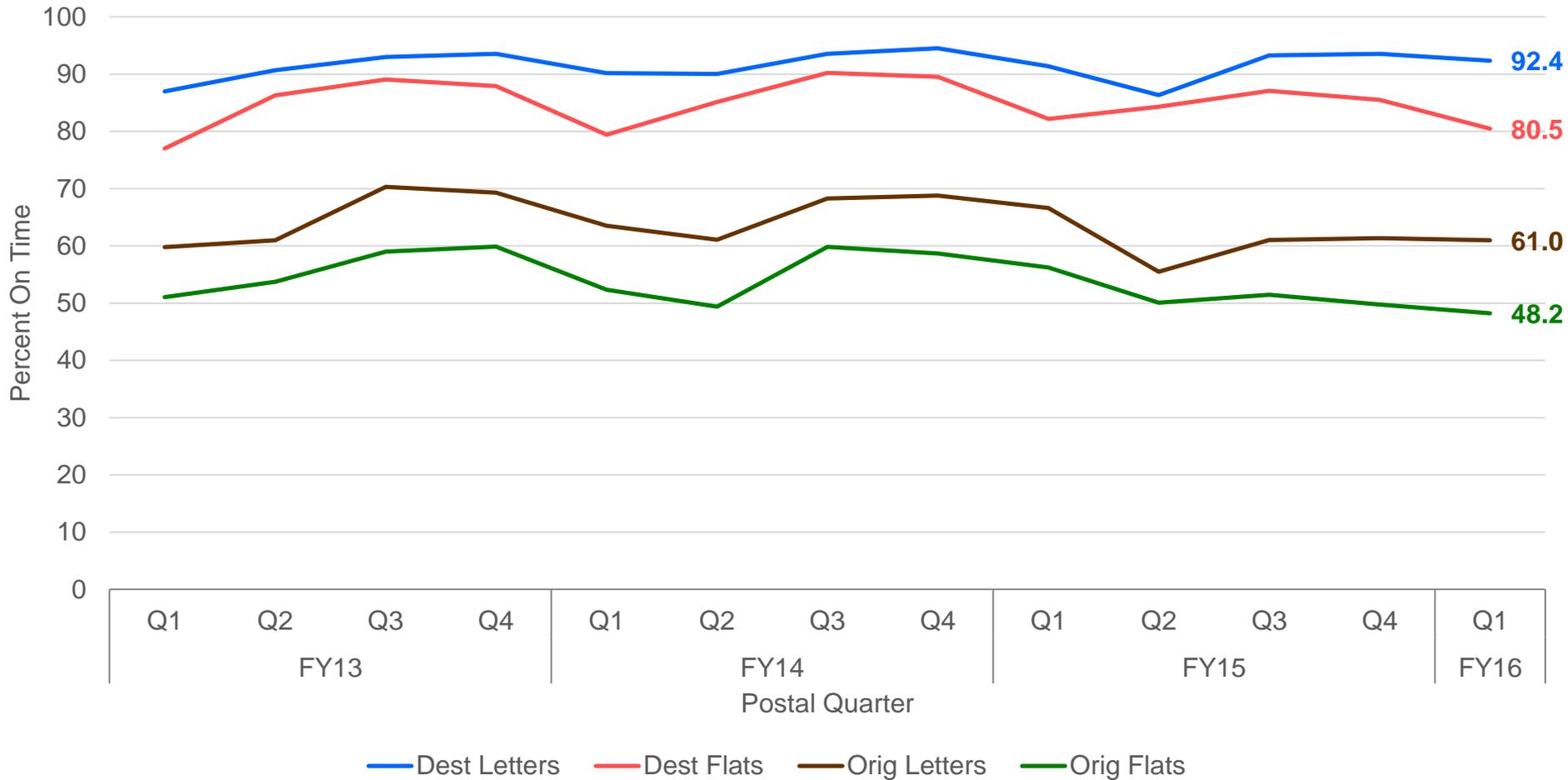
- **Actual, Assumed, and Logical Handling Events**
  - **Actual** = scan of physical mailpiece, bundle, handling unit, or container
  - **Assumed** = implied scan of nested mailpiece, bundle, handling unit, or container (i.e. The mail aggregate received an actual scan, and the nested mail receives an assumed scan)
  - **Logical** = any other implied event based on business rules.  
For example: Logical Delivery Event (*see slides 8 through 10 LDE for business rules and descriptions*)

# Mail Tracking & Reporting Timeline

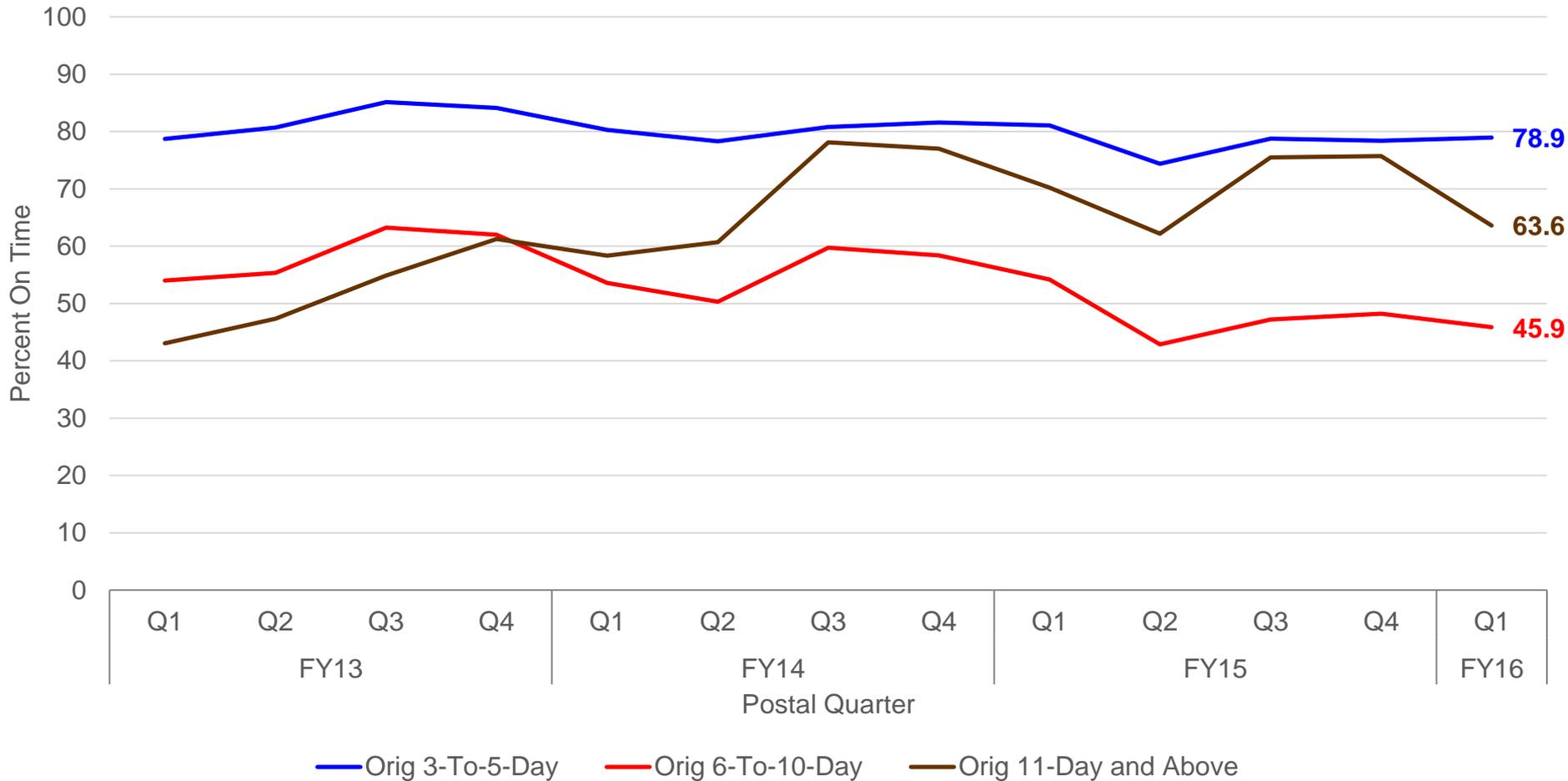


# Standard Mail

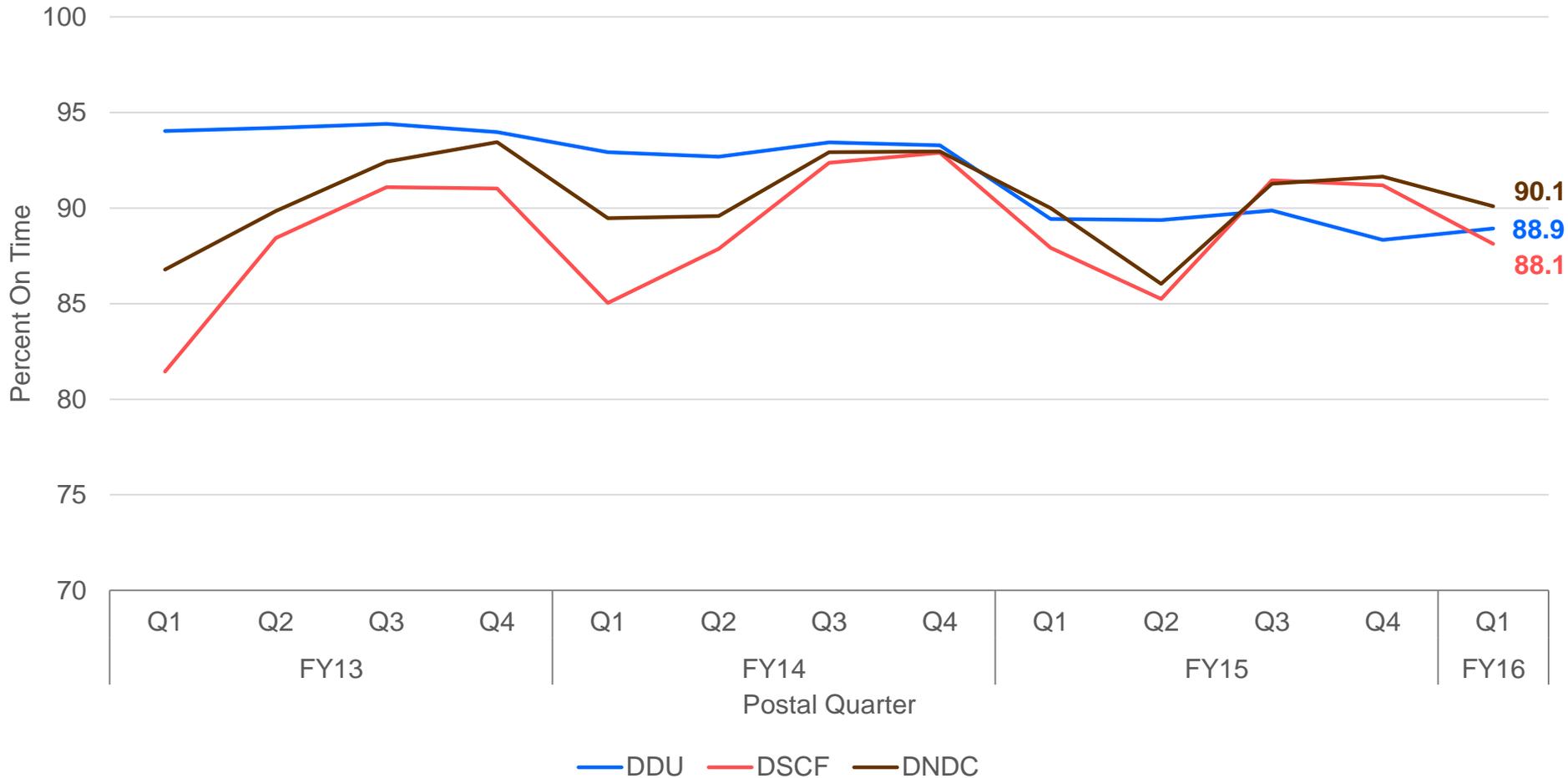
## Standard Mail® FY13 thru FY16 Performance



## Standard Mail® Origin Entry FY13 to FY16 Performance



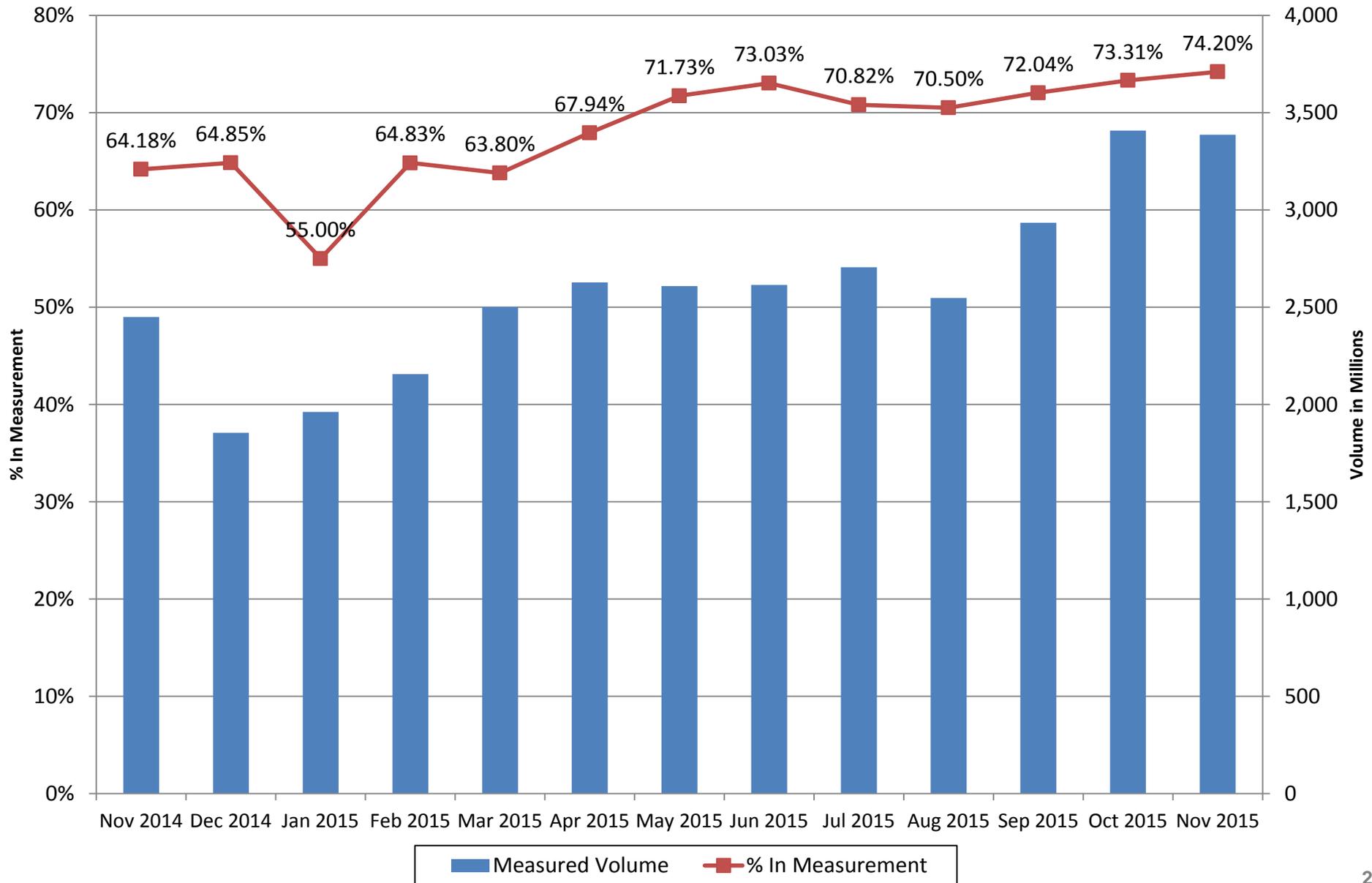
## Standard Mail® Destination Entry FY13 to FY15 Performance



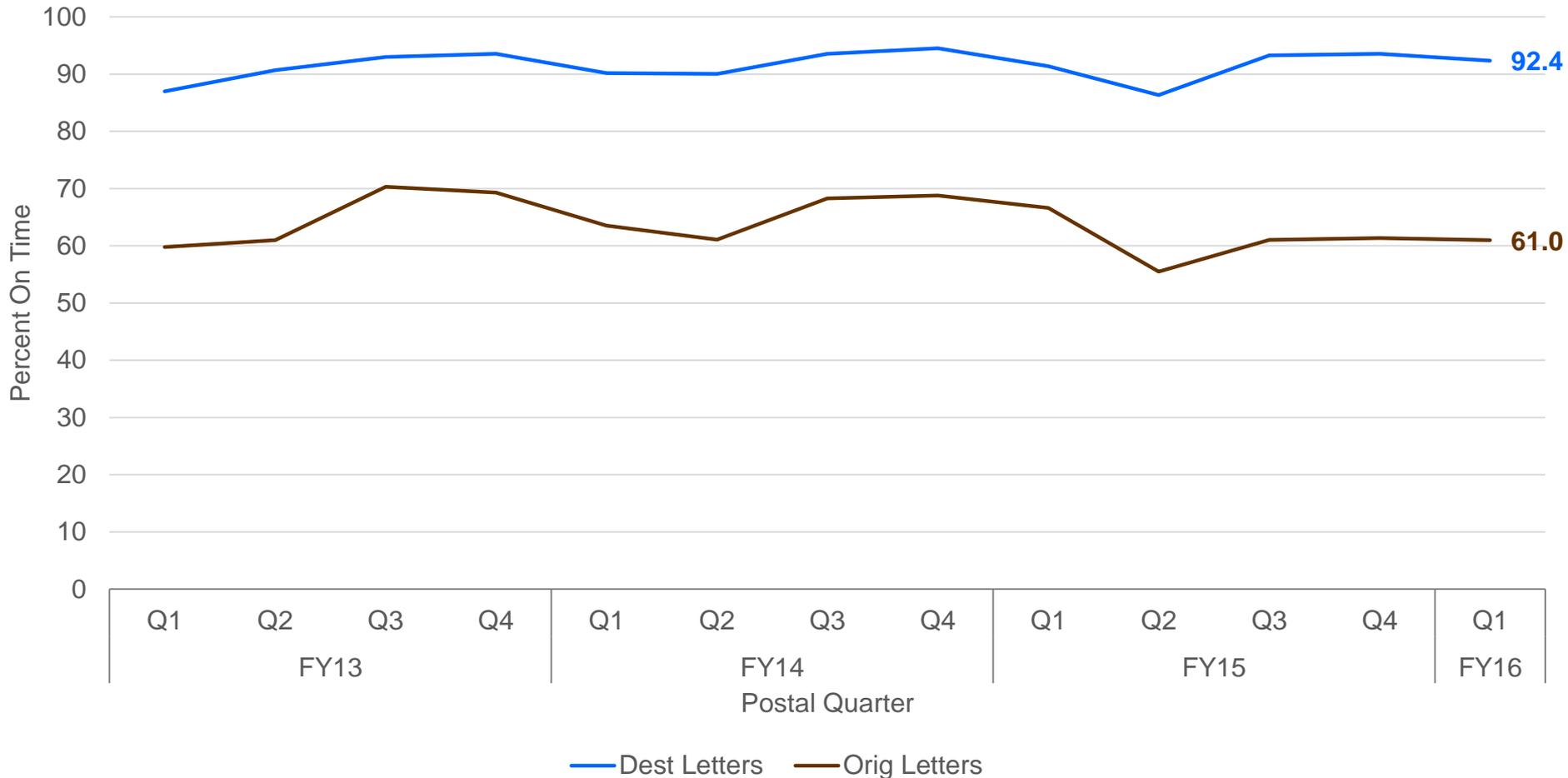
**Note:** DDU-Entry = Two Day, DSCF = Three-To-Five-Day, DNDC = Five-Day-And-Above

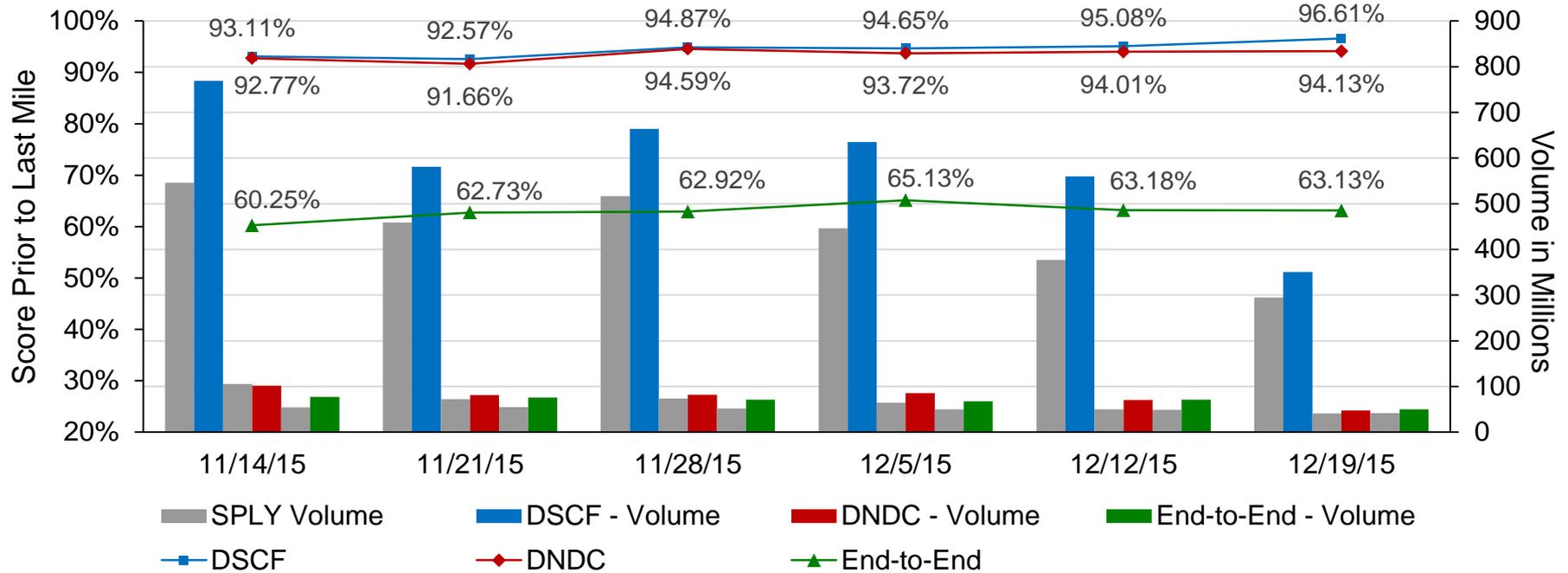
# Standard Mail

Letters



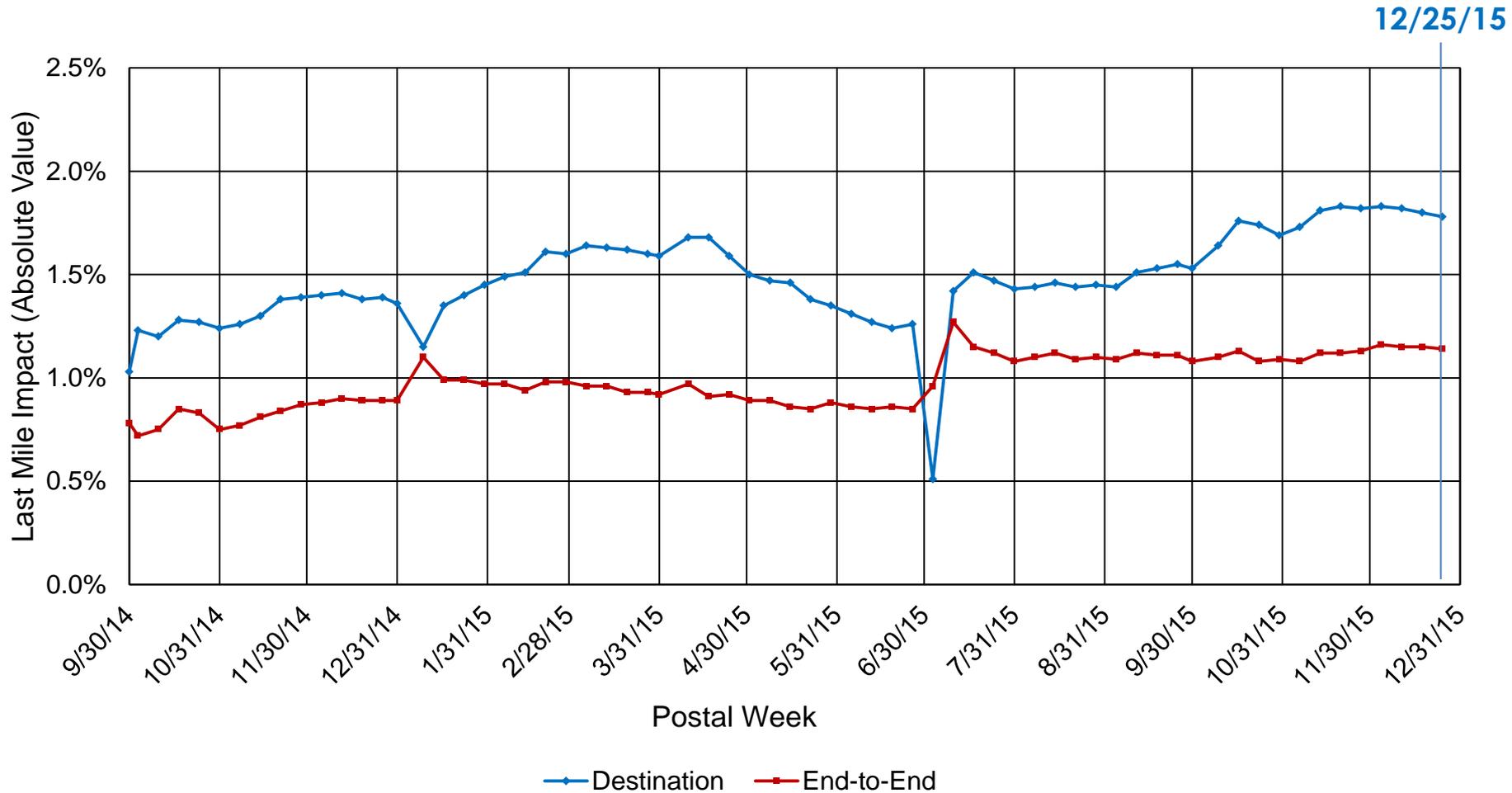
## Standard Mail® FY13 to FY16 Performance



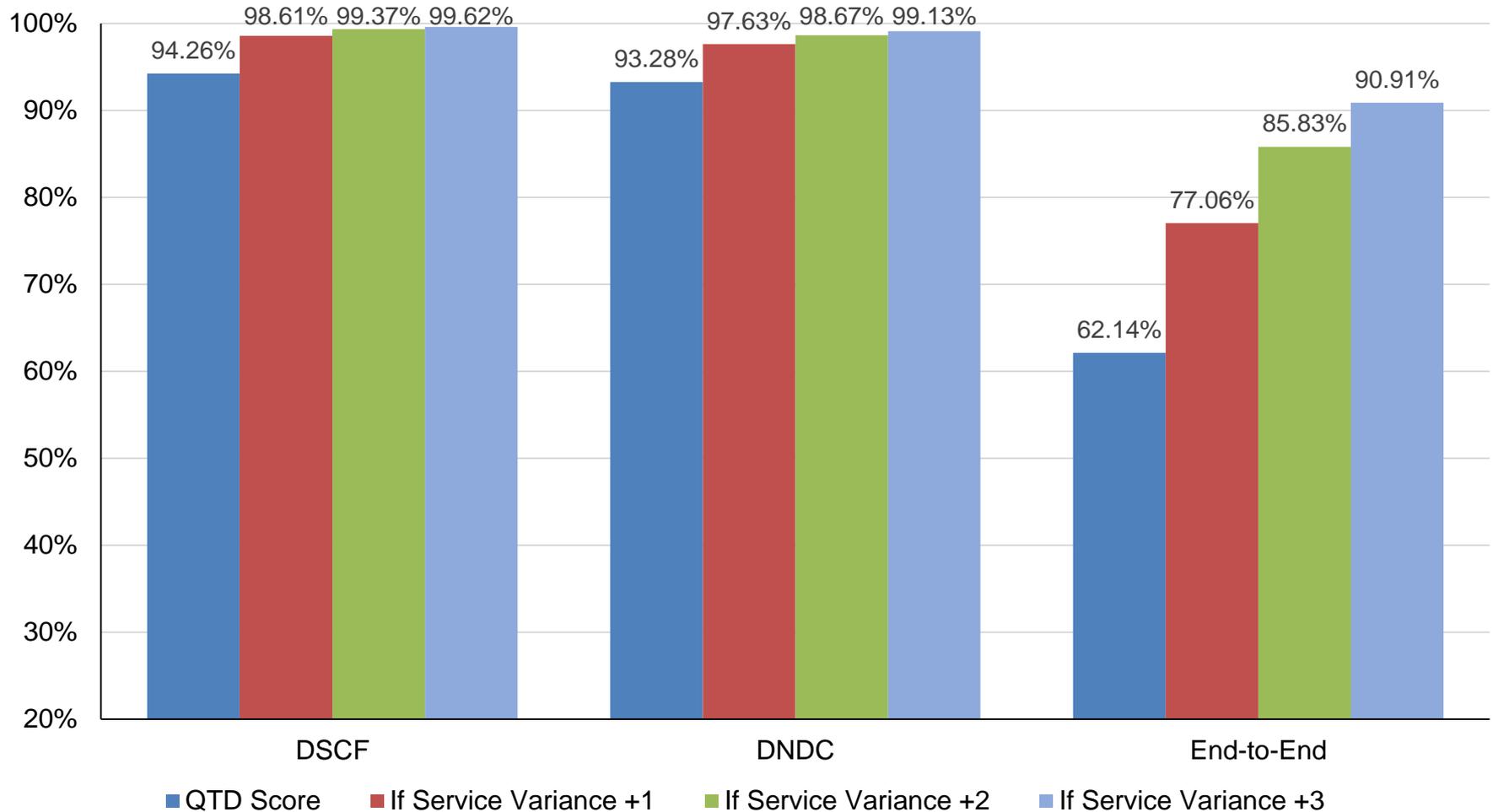


Q1 TD	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Letters	7,440,451,293	94.26%	-1.79%	92.47%	91.00%	5,769,239,493	28.97%	91.28%	1.19%
NDC Letters	947,354,199	93.28%	-1.65%	91.63%	91.00%	833,332,081	13.68%	91.04%	0.59%
E2E Letters	886,887,213	62.14%	-1.14%	61.00%	91.00%	653,255,988	35.76%	66.84%	-5.84%
3-Day	210,407,917	85.18%	-1.18%	84.00%	91.00%	146,699,926	43.43%	85.96%	-1.96%
4-Day	6,290,036	83.58%	-1.08%	82.50%	91.00%	21,340,026	-70.52%	85.81%	-3.31%
5-Day	123,101,572	80.88%	-1.01%	79.87%	91.00%	85,961,044	43.21%	80.47%	-0.60%
6-10 Day	523,173,769	48.03%	-1.12%	46.91%	91.00%	383,211,101	36.52%	55.10%	-8.19%
11+ Day	23,913,919	66.09%	-1.76%	64.33%	91.00%	16,043,891	49.05%	74.13%	-9.80%
<b>Total</b>	<b>9,274,692,705</b>			<b>87.90%</b>	<b>91.00%</b>	<b>7,255,827,562</b>	<b>27.82%</b>	<b>89.05%</b>	<b>-1.15%</b>

### Last Mile Impact Trend

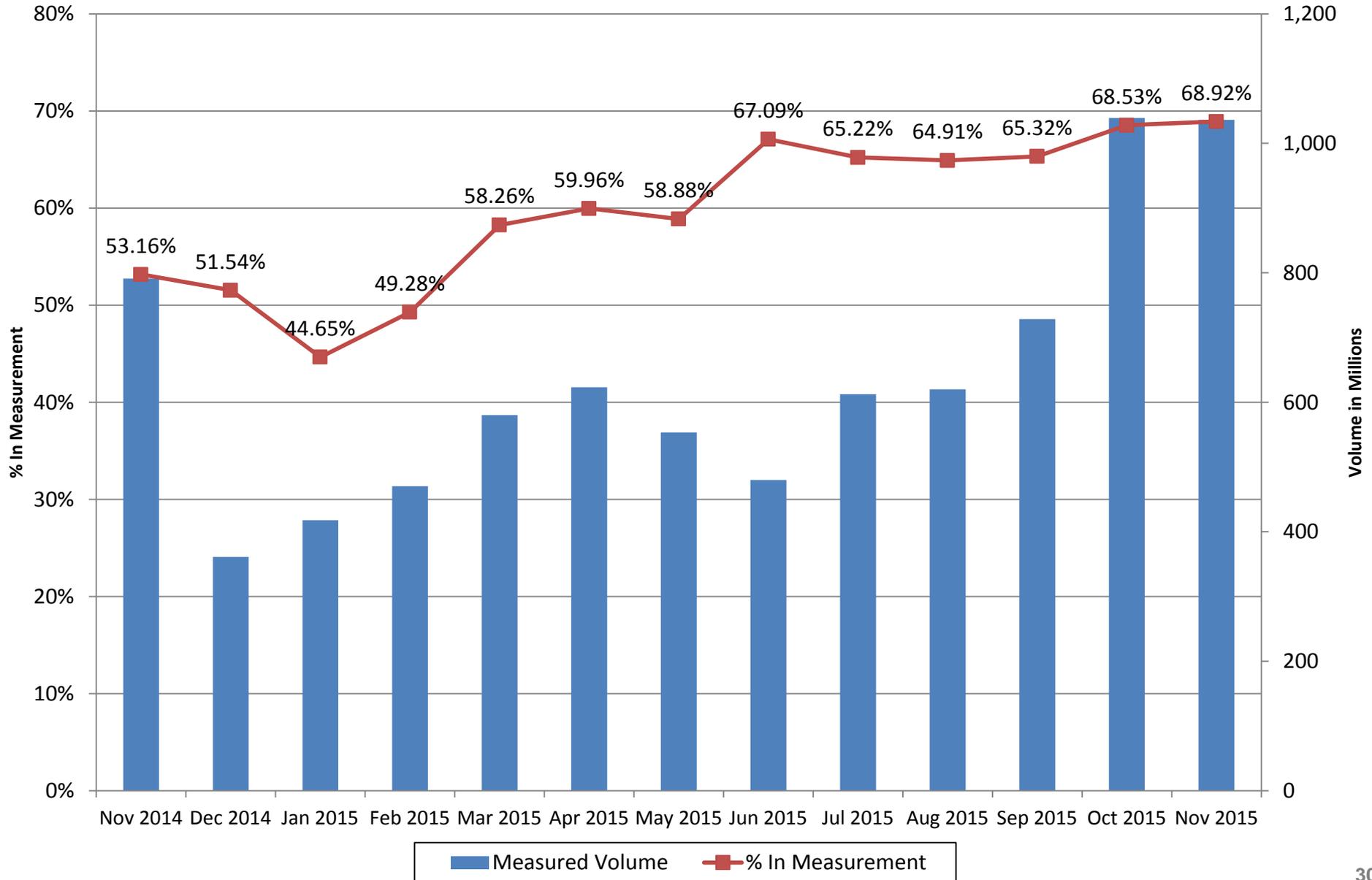


**QTD DSCF and DNDC Standard Letters scores would be above 97.63% (prior to last mile), if pieces that failed by 1 day passed**

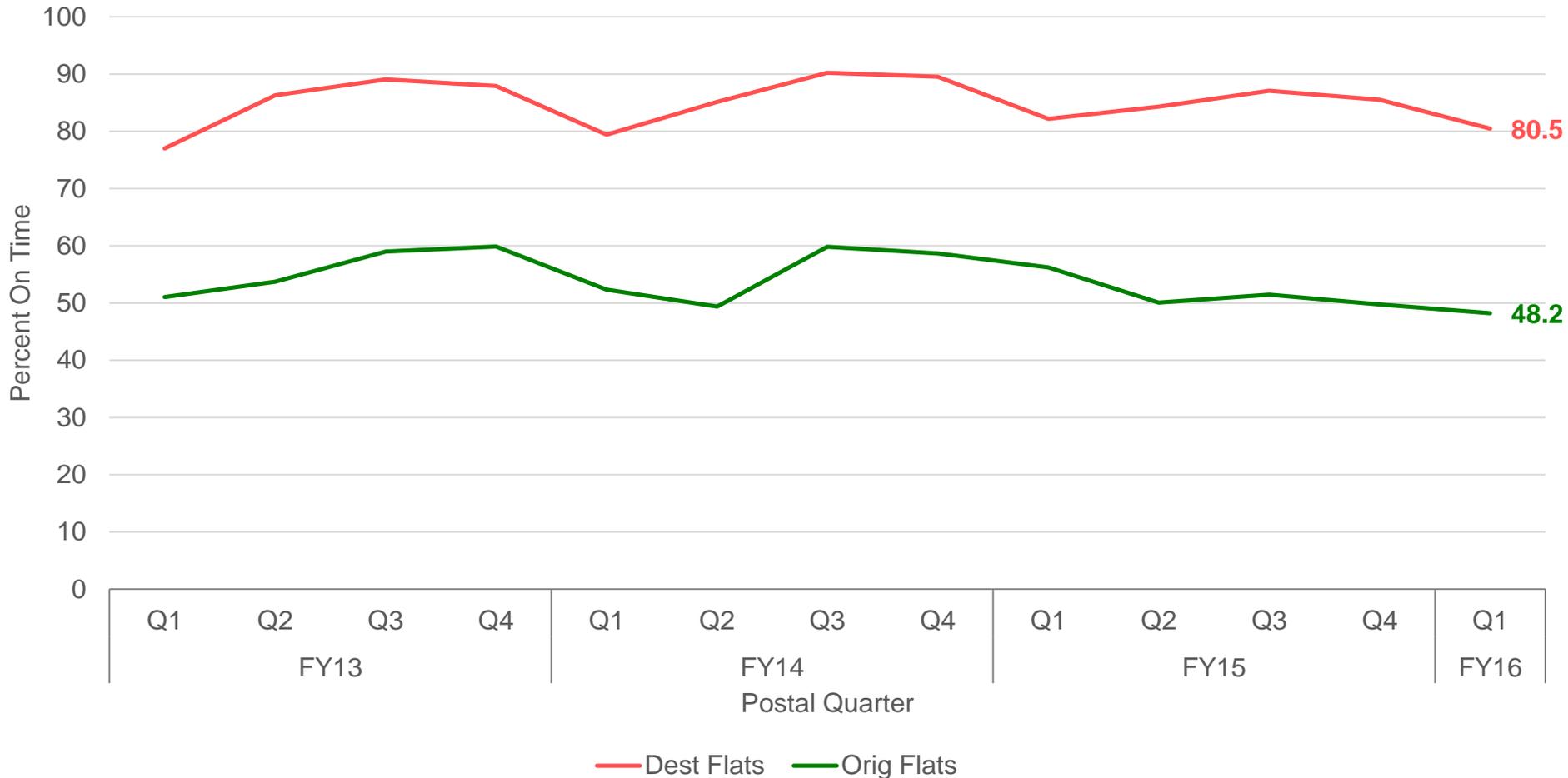


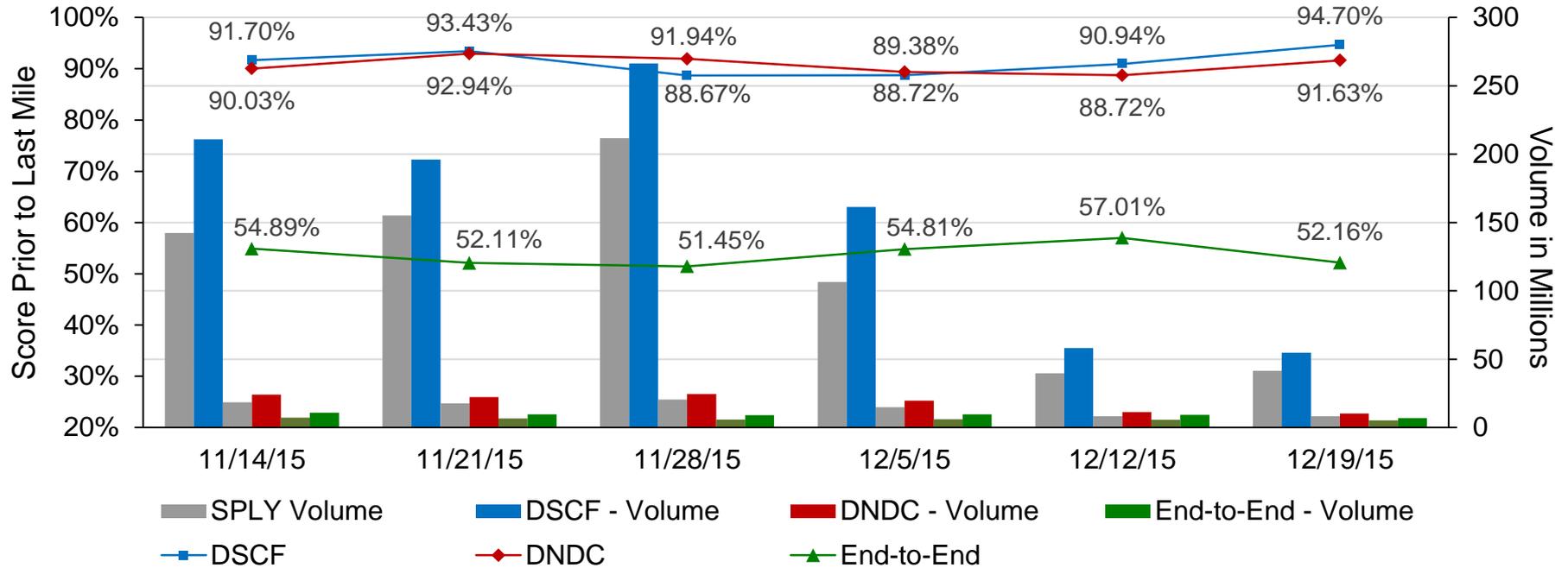
# Standard Mail

Flats



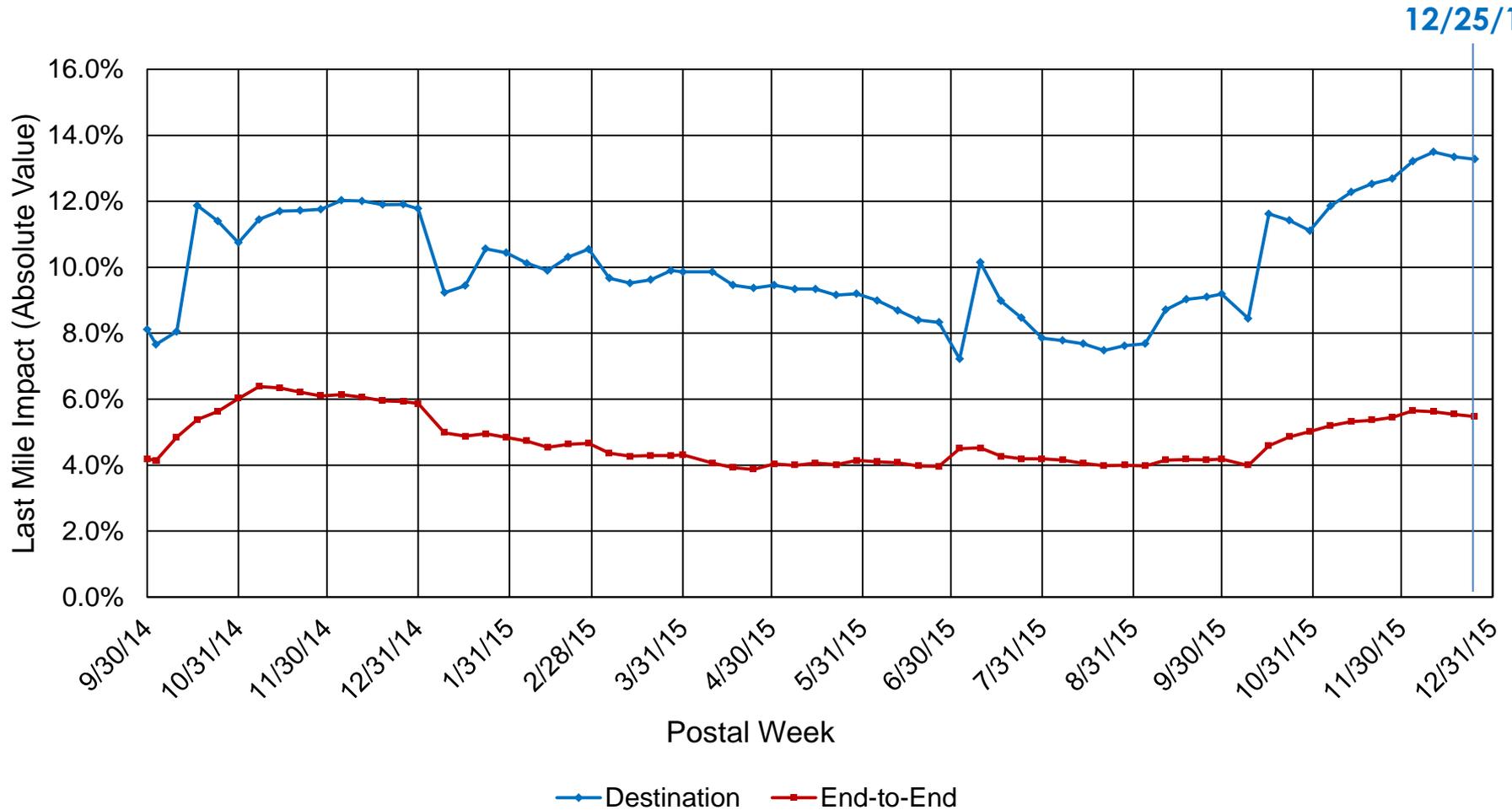
## Standard Mail® FY13 to FY15 Performance



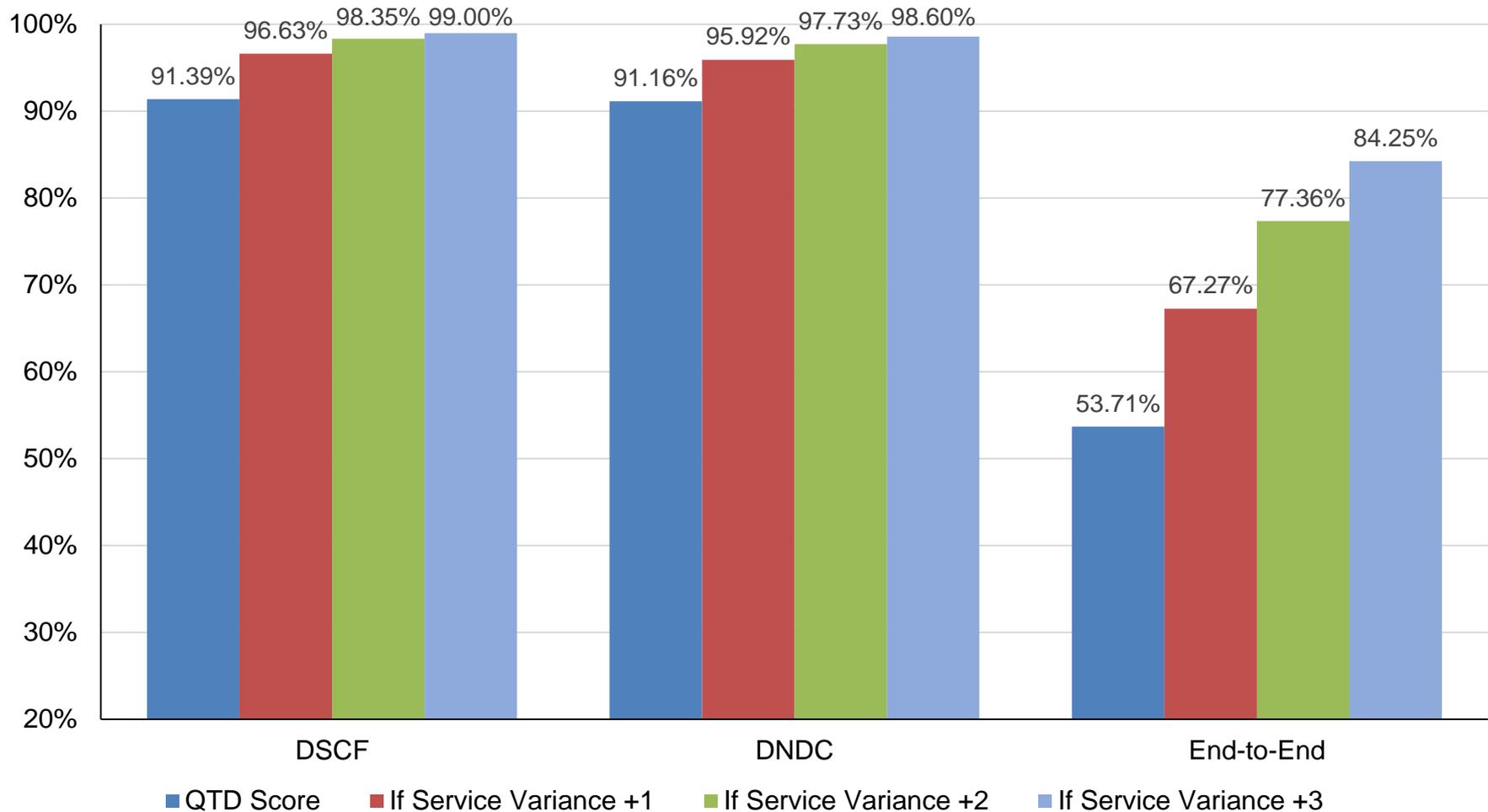


Q1 TD	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Flats	2,115,013,464	91.39%	-13.75%	77.64%	91.00%	1,686,850,911	25.38%	79.23%	-1.59%
NDC Flats	247,757,346	91.16%	-7.53%	83.63%	91.00%	207,154,777	19.60%	84.70%	-1.07%
E2E Flats	119,124,815	53.71%	-5.47%	48.24%	91.00%	93,051,382	28.02%	56.60%	-8.36%
3-Day	19,275,101	74.59%	-9.17%	65.42%	91.00%	20,159,326	-4.39%	65.94%	-0.52%
4-Day	672,511	73.88%	-6.69%	67.19%	91.00%	2,199,466	-69.42%	70.87%	-3.68%
5-Day	13,438,279	66.53%	-5.49%	61.04%	91.00%	11,153,044	20.49%	69.25%	-8.21%
6-10 Day	81,828,772	45.86%	-4.52%	41.34%	91.00%	57,724,776	41.76%	50.48%	-9.14%
11+ Day	3,910,152	67.50%	-6.93%	60.57%	91.00%	1,814,770	115.46%	52.68%	7.89%
<b>Total</b>	<b>2,481,895,625</b>			<b>75.43%</b>	<b>91.00%</b>	<b>1,987,057,070</b>	<b>24.90%</b>	<b>78.74%</b>	<b>-3.31%</b>

### Last Mile Impact Trend



**QTD DSCF and DNDC Standard Flats scores would be above 95.92% (prior to last mile), if pieces that failed by 1 day passed**



# Standard Mail

**Bundle Visibility**

- ❑ **Working diligently with Operations to improve scan compliance**
  
- ❑ **Data Provisioning**
  - In Pilot as of 12/15/15 – Out-For-Delivery Data
  - Evaluating access enhancements
  - Soliciting customer feedback

## **Saturation Mail Scanning Compliance**

- Averaging 97.0% since 7/17/15

## **Valassis / RedPlum is only current customer**

## **Interest from 3 mailers relative to Regional SatMail Solution**

- Similar in concept/process to EDDM

Data from 2015-10-03 to 2016-01-01

## Full Service Customers Only

**2,385,000**  
Entered at USPS  
SV Unload Scan



**6,116,000**  
Enroute Depart Scan  
for Containers and  
Trays



**6,765,000**

Enroute Arrive Container  
and Tray Scans



**59,122,000**

Enroute Tray  
Scans



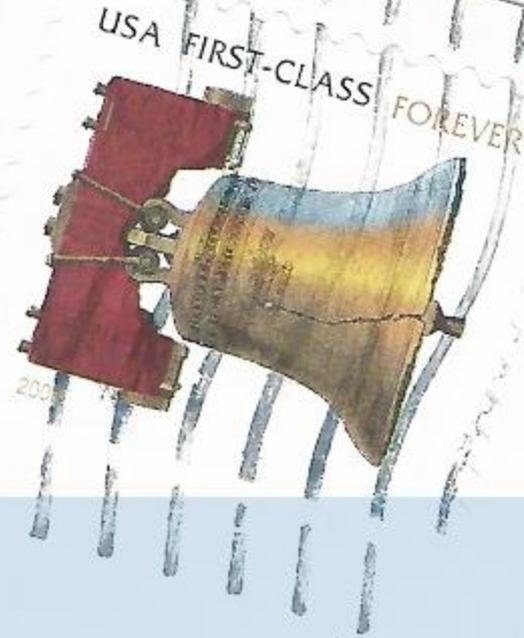
**22 Billion**  
*(as of December 1, 2015)*  
Piece level  
automation scans



**New Visibility for Mailers**

**All IMb™ Users**

# Address Management



- **Colleges & University Sub-Group**
  - Revisiting the potential for capturing student change-of-address
  - 5 schools have agreed to provide address data for analysis review and validation
- **MLOCR name presentment issues**
  - NCOA<sup>Link</sup>® Developers Webinar will be scheduled to help communicate issue and expectations
- **New Topics**
  - International Addressing format versus Universal Postal Union S42 standards
  - Members encouraged to review the Streamlined Mail Entry Publication draft

- **Workgroup 171 sunsetted in October 2015**
- **Development of an internal UAA Reason Training & Communication “Blitz” as recommended by the WG is underway**
- **USPS analysis of Nixie UAA Reasons continues:**
  - **UAA Issues Reports will be distributed during the “Blitz” to support the communications & training**
  - **Statistics drill down by ZIP & carrier route for inconsistency in UAA reason code assignments**
    - **UTF where no expired COA exists for address**
    - **NSN or IA where IMb has valid DPV present**

- **Started 12/01/2015 with a targeted End 3/30/2016**
- **Review MTAC Workgroup address quality recommendations and industry white papers**
- **Present an updated MTAC Report that captures the latest in Address Quality Methodologies and ACS Best Practices**
  - **Currently reviewing and updating the Address Quality Methodologies document.**
  - **Gathering input from IDEAlliance & MSDG relating to the software specific sections**



## ■ New IMb Tracing Service Type IDs for Bound Printed Matter

- Destination IMb Tracing will be available for Bound Printed Matter flats
- Official announcement & publication of STIDs TBD
- Activation of service 90 days after STID publication date

**Bound Printed Matter**

Class of Mail	Address Correction Ancillary Service Option	Nonautomation w/o IMb Tracing™	Nonautomation with IMb Tracing	Full-Service w/o IMb Tracing	Full-Service with IMb Tracing
Bound Printed Matter	No Address Corrections	401		265	351
	Manual Corrections *	706	452	466	352
	OneCode ACS® – ASR 1* Address Service Requested Opt 1	424	453		
	OneCode ACS – ASR 2* Address Service Requested Opt 2	605	454		
	OneCode ACS – CSR 1* Change Service Requested Opt 1	431	455		
	OneCode ACS – CSR 2* Change Service Requested Opt 2	615****	456****		
	OneCode ACS – RSR 2* Return Service Requested Opt 2	619	457		
	Full Service ACS™ – ASR 1* Address Service Requested Opt 1			423	353
	Full-Service ACS – ASR 2* Address Service Requested Opt 2			607	354
	Full Service ACS – CSR 1* Change Service Requested Opt 1			430	355
	Full Service ACS – CSR 2* Change Service Requested Opt 2			617****	356****
	Full Service ACS – RSR 2* Return Service Requested Opt 2			621	357
	Traditional ACS™ – ASR 1* Address Service Requested Opt 1	603	458	604	358
	Traditional ACS – ASR 2* Address Service Requested Opt 2	606	459	608	359
	Traditional ACS – CSR 1* Change Service Requested Opt 1	613	460	614	360
	Traditional ACS – CSR 2* Change Service Requested Opt 2	616****	461****	618****	361****
Traditional ACS – RSR 2* Return Service Requested Opt 2	620	462	622	362	

- **New STIDs for Reply Mail by Mailer ID will be identifiable by either MID (new option) or by ZIP Code (current).**
  - **Use the MID in the IMb for your Origin IMb Tracing Courtesy Reply Mail, Business Reply Mail, and First-Class Reply Mail with Origin IMb Tracing**
  - **Allows a mailer to have Reply Mail with different addresses.**
  - **Reply Mail by ZIP will use existing STIDs**
  - **Activation of service 90 days after STID publication date**

### Miscellaneous

Class of Mail	Address Correction Option	Nonautomation w/o IMb Tracing™	Nonautomation with IMb Tracing	Full-Service w/o IMb Tracing	Full-Service with IMb Tracing
Priority Mail®	Priority Mail	710			
	Priority Mail Flat Rate	712			
Critical-Mail	Critical-Mail	<del>715</del>	<del>716</del>		
Reply Mail by ZIP	Courtesy Reply Mail	703 (700) <sup>3</sup>	050		
	Business Reply Mail	708	052		
	First-Class Reply Mail	701	051		
Reply Mail by MID	Courtesy Reply Mail	070	030		
	Business Reply Mail	072	032		
	First-Class Reply Mail	071	031		

<sup>3</sup> STID 700 may be used on printed envelopes currently in stock. When ordering new envelopes, mailers should transition to Courtesy Reply Mail (by ZIP) Service Type ID 703.

**\* Critical Mail is being eliminated.**

- ***Coming May 2016 for Parcel Shippers!***

- **IMpb ACS with Shipper Paid Forward / Return**

- **Shipping Services File 1.7 or higher required.**
- **Extra Service Code 451 must be included in the SSF detail record. The mail class and weight will be shared with ACS**
- **ACS will share data with PTR to report status when parcel is processed as UAA**
- **IMpb ACS w/SPS Technical Guide to be made available on RIBBS in March**

- **PARS 5.7 software installed in all PARS sites as of December 2015**
  - **Reduction in industry complaints regarding volume of Standard Mail incorrectly returned as First-Class Mail**
  
- **FPARS equipment has been deployed and installed at 17 sites, but is activated in the North TX P&DC only**
  - **Support for Flats PARS (FPARS) was included in the PARS 5.7 software release**
  - **Schedule activation in remaining sites is TBD**

## 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
<b>FY08</b>	\$ 401,353	N/A	1,777,364	N/A	\$ 780,027	N/A	1,434,640	N/A	\$ 337,579	N/A	6,097,089	N/A
<b>FY09</b>	\$ 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%
<b>FY10</b>	\$ 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%
<b>FY11</b>	\$ 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%
<b>FY12</b>	\$ 271,350	-0.18%	1,116,642	0.0%	\$ 789,433	1.5%	1,530,049	1.7%	\$ 257,387	-3.4%	4,112,809	-6.5%
<b>FY13</b>	\$ 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%
<b>FY14</b>	\$ 229,568	-15.6%	1,010,525	-4.3%	\$ 769,790	0.1%	1,464,963	-2.1%	\$ 253,389	-1.6%	4,139,809	-2.2%
<b>FY15</b>	\$ 220,932	-3.8%	993,674	-1.7%	\$ 788,592	2.4%	1,454,514	-0.7%	\$ 253,542	0.06%	4,028,810	-2.7%
<b>FY08 vs FY15</b>		<b>-45.0%</b>		<b>-44.1%</b>		<b>1.1%</b>		<b>1.4%</b>		<b>-24.9%</b>		<b>-33.9%</b>

## 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
<b>FY08</b>	\$ 11,967	N/A	31,197	N/A	\$ 169,793	N/A	95,517	N/A	\$ 312,419	N/A	5,952,796	N/A
<b>FY09</b>	\$ 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%
<b>FY10</b>	\$ 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%
<b>FY11</b>	\$ 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%
<b>FY12</b>	\$ 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%
<b>FY13</b>	\$ 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%
<b>FY14</b>	\$ 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%
<b>FY15</b>	\$ 5,430	-11.7%	17,260	-24.6%	\$ 66,954	-16.9%	35,711	-5.9%	\$ 221,210	-1.2%	3,832,079	-3.5%
<b>FY08 vs FY15</b>		<b>-54.6%</b>		<b>-44.7%</b>		<b>-60.6%</b>		<b>-62.6%</b>		<b>-29.2%</b>		<b>-35.6%</b>

## Historical RPW to UAA Trend

RPW Volume	UAA %		RPW Growth/ Decline	UAA Growth/ Decline
202,702,926	4.59%	<i><b>FY2008</b></i>	-1.25%	-4.27%
176,744,823	4.09%	<i><b>FY2009</b></i>	-12.81%	-22.35%
170,573,704	4.07%	<i><b>FY2010</b></i>	-3.49%	-3.88%
168,297,342	4.17%	<i><b>FY2011</b></i>	-1.33%	1.04%
159,858,854	4.23%	<i><b>FY2012</b></i>	-5.01%	-3.72%
158,384,271	4.28%	<i><b>FY2013</b></i>	-0.92%	0.37%
155,538,672	4.25%	<i><b>FY2014</b></i>	-1.80%	-2.49%
154,156,980	4.20%	<i><b>FY2015</b></i>	-0.89%	-2.09%
<b>Average Yearly Decline since 2008</b>			<b>-3.44%</b>	<b>-4.67%</b>

Over last 8 years, UAA has declined more than RPW by **36.0%**

**Discussion  
&  
Questions**

# Package Services



## IMpb Quality Target Thresholds Competitive and Market Dominant Products

IMpb Quality Compliance Category	Actual Performance			Target Threshold			
	Oct 2015	Nov 2015	Dec 2015	Jul 2016	Jan 2017	Jul 2017	Jan 2018
Destination Delivery Address (AQ)	87.78%	88.62%	88.99%	89%	91%	93%	95%
Shipping Services File (MQ)	90.04%	94.30%	96.00%	91%	93	95%	96%
IMpb Barcode (BQ)	93.65%	95.83%	97.07%	95%	96%	97%	98%

Source: Product Tracking & Reporting

Starting quality thresholds based on October 2015 performance, improving by 1 – 2% per period

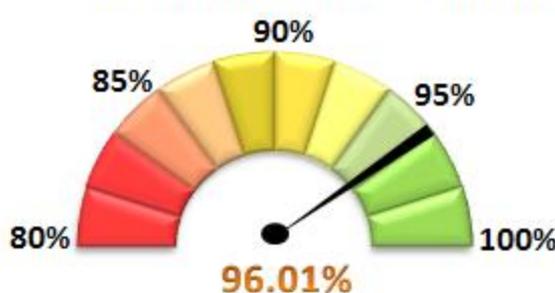


### Competitive & Market Dominant Products (International, Retail Packages, and Certified Packages Not Included)

"AQ" IMpb Compliance Overview



"MQ" IMpb Compliance Overview



"BQ" IMpb Compliance Overview



Description	% of Total Volume	% Compliance by Total Volume
Total Package Volume		
Total Number of Packages with AQ Non-Compliance Indicator	7.13%	
Total Number of Packages with DZ Non-Compliance Indicator	3.88%	
<b>Total Address Compliance</b>	<b>11.01%</b>	<b>88.99%</b>
<b>Total Number of Packages with MQ Non-Compliance Indicator</b>	<b>3.99%</b>	<b>96.01%</b>
<b>Total Number of Packages with BQ Non-Compliance Indicator</b>	<b>4.89%</b>	<b>95.11%</b>

**Performance does not reflect:**

- Incorrect Entry Facility Zip Code (MQ) – Identified when first physical scan does not match the Entry Facility Zip Code provided in the Manifest Header Record
- Manually Key Barcode (BQ) Identified when tracking barcode requires manual keying into the handheld scanner.
- Duplicate Label Event 46 (BQ) – Identified when a package is scanned with this event to indicate a duplicate label.

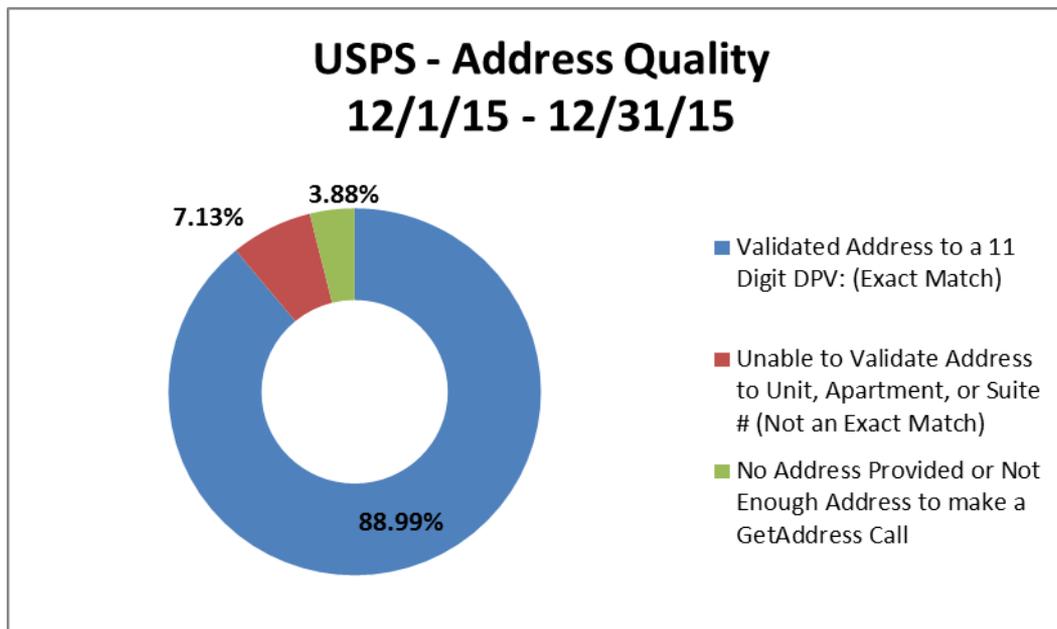


## Total Volume

### Competitive & Market Dominant Products

(International, Retail Packages, and Certified Packages Not Included)

DPV Confirmation (AQ & DZ Indicators)		
Description	Percent	Indicator
Validated Address to a 11 Digit DPV: (Exact Match)	88.99%	<b>Compliant</b>
Unable to Validate Address to Unit, Apartment, or Suite # (Not an Exact Match)	7.13%	<b>AQ</b>
No Address Provided or Not Enough Address to make a GetAddress Call	3.88%	<b>DZ</b>
<b>Total Volume</b>	<b>100.00%</b>	





## Total Volume

### Competitive & Market Dominant Products

(International, Retail Packages, and Certified Packages Not Included)

Competitive Products		Market Dominant Products		
Class of Mail	% Validated Address to a 11 Digit DPV: (Exact Match)	% Unable to Validate Address to Unit, Apartment, or Suite # (Not an Exact Match)	% No Address Provided or Not Enough Address to make a GetAddress Call	% of Product by Total Volume
Parcel Select	92.12%	5.64%	2.25%	31.33%
Parcel Select Light Weight	90.56%	6.26%	3.18%	27.50%
First Class Package Service	89.09%	8.65%	2.26%	17.26%
Priority Mail	87.08%	9.90%	3.02%	15.92%
Bound Printed Matter	73.93%	6.00%	20.08%	5.87%
Media Mail	84.60%	12.12%	3.28%	0.88%
Standard Mail Parcels	79.19%	9.17%	11.64%	0.67%
Standard Mail Parcels	69.02%	10.16%	20.82%	0.27%
Priority Mail Express	62.15%	9.35%	28.50%	0.19%
Standard Post	51.15%	5.62%	43.24%	0.08%
Critical Mail	72.74%	16.04%	11.22%	0.02%
Library Rate	74.16%	9.67%	16.17%	0.02%



### Performance for Top 30 Shippers

#### Competitive & Market Dominant Products

(International, Retail Packages, and Certified Packages Not Included)

Shipper	% Validated to Unique 11-Digit Delivery Point ZIP Code	% Unable to Validate to Unique Delivery Point 11-Digit ZIP Code	% Insufficient or Missing Address in File
Customer 5	81.07%	11.18%	7.75%
Customer 11	85.23%	13.58%	1.18%
Customer 9	85.25%	13.62%	1.13%
Customer 10	85.29%	13.59%	1.12%
Customer 24	85.39%	2.81%	11.80%
Customer 3	88.55%	9.64%	1.81%
Customer 27	88.91%	10.29%	0.80%
Customer 4	90.56%	8.72%	0.72%
Customer 17	91.52%	8.07%	0.41%
Customer 20	91.52%	8.07%	0.41%
Customer 18	91.54%	8.05%	0.41%
Customer 16	91.55%	8.04%	0.41%
Customer 21	91.55%	8.04%	0.41%
Customer 22	91.55%	8.04%	0.41%
Customer 19	91.57%	8.02%	0.41%
Customer 15	91.94%	7.45%	0.62%
Customer 26	92.49%	3.78%	3.73%
Customer 7	92.59%	5.15%	2.25%
Customer 13	93.29%	4.70%	2.01%
Customer 25	93.40%	2.08%	4.52%
Customer 8	93.57%	5.37%	1.06%
Customer 28	93.92%	6.06%	0.02%
Customer 14	93.97%	5.32%	0.71%
Customer 2	94.13%	3.52%	2.35%
Customer 12	94.24%	4.82%	0.94%
Customer 1	96.05%	3.86%	0.09%
Customer 6	96.44%	3.46%	0.10%
Customer 23	96.50%	3.33%	0.18%
Customer 29	98.34%	0.85%	0.81%
Customer 30	98.76%	1.08%	0.16%

Source: Product Tracking & Reporting

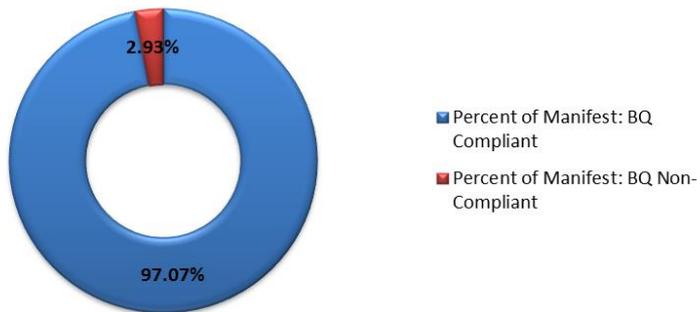


## Competitive & Market Dominant Products

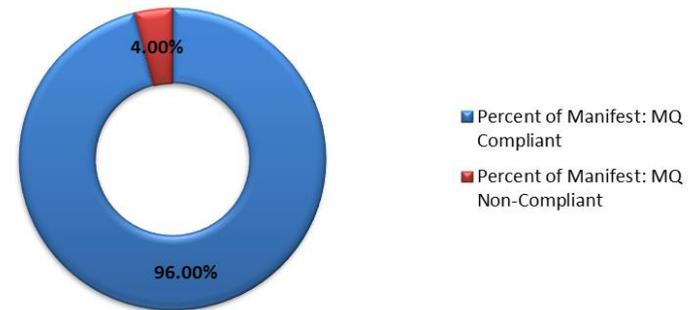
(International, Retail Packages, and Certified Packages Not Included)

USPS - Total Volume		USPS - Total Volume	
Description	Findings	Description	Findings
Percent of Manifest: BQ Compliant	97.07%	Percent of Manifest: MQ Compliant	96.00%
Percent of Manifest: BQ Non-Compliant	2.93%	Percent of Manifest: MQ Non-Compliant	4.00%

**BQ Compliance - December 2015**



**MQ Compliance - December 2015**



**Performance does not reflect:**

- Incorrect Entry Facility Zip Code (MQ) – Identified when first physical scan does not match the Entry Facility Zip Code provided in the Manifest Header Record
- Manually Key Barcode (BQ) Identified when tracking barcode requires manual keying into the handheld scanner.
- Duplicate Label Event 46 (BQ) – Identified when a package is scanned with this event to indicate a duplicate label.

Source: Product Tracking & Reporting

Reporting Period 12/1/15 – 12/31/15



## Competitive & Market Dominant Products

(International, Retail Packages, and Certified Packages Not Included)

Warning #	Warning Message	% of Total Manifest Records	Impb Non-Compliance Code
179	INVALID MAIL OWNER MAILER ID	1.34%	MQ
196	INVALID METHOD OF PAYMENT	1.34%	MQ
225	INVALID CLASS OF MAIL &com1; DEFAULT TO &com2	1.01%	MQ
686	ALERT: MID USER NOT REGISTERED TO EFN MID	0.75%	MQ
642	THE MAILER ID IN THE EFN IS NOT A CONFORMING MAILER ID	0.59%	MQ
685	ALERT: MID USER NEEDS TO BE REGISTERED	0.42%	MQ
387	INVALID RATE INDICATOR	0.24%	MQ
117	INVALID ZIP CODE	0.24%	MQ
199	INVALID POSTAGE TYPE; DEFAULT TO 'P'	0.20%	MQ
25	DESTINATION ZIP NOT SERVICED BY ENTRY FACILITY	0.17%	MQ
644	THE MAILER ID IN THE LABEL IS NOT A CONFORMING MAILER ID	0.15%	MQ
49	INVALID DESTINATION ZIP CODE	0.13%	MQ
124	INVALID ORIGIN ZIP CODE	0.12%	MQ
40	INVALID METHOD OF PAYMENT; DEFAULT TO PAYMENT TYPE 04	0.10%	MQ
258	DUPLICATE ELECTRONIC FILE NUMBER	0.07%	MQ
220	CORRECTIONS NOT ALLOWED ON MANIFEST TYPE &mt	0.07%	MQ
43	INVALID CLASS OF MAIL / SERVICE TYPE CODE COMBO	0.05%	MQ
481	INVALID ENTRY FACILITY ZIP CODE	0.04%	MQ
81	POSTAGE NOT NUMERIC; DEFAULT TO 0	0.02%	MQ



## Competitive & Market Dominant Products

(International, Retail Packages, and Certified Packages Not Included)

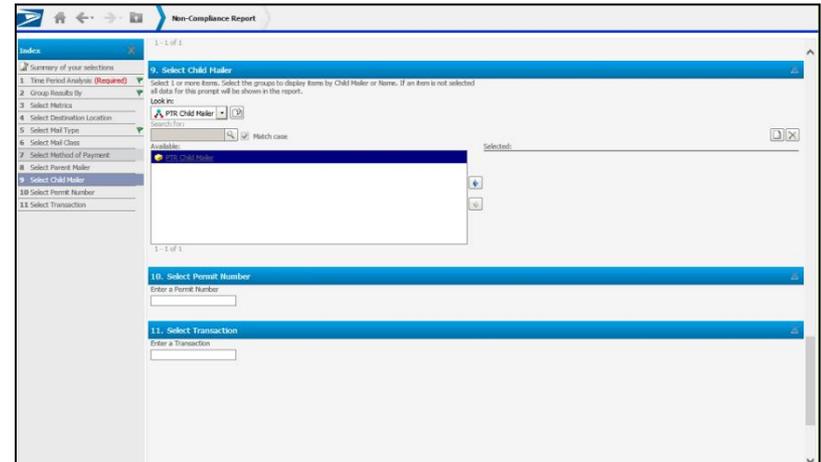
Warning #	Warning Message	% of Total Manifest	Non-Compliance Code
493	DUPLICATE TRACKING NUMBER	7.24%	BQ
480	INVALID MAILER ID IN PIC	0.42%	BQ
224	INVALID BARCODE CONSTRUCT &bc1; DEFAULTING TO &bc2	0.29%	BQ
490	INVALID SERVICE TYPE CODE IN PIC	0.05%	BQ
41	INVALID PIC IN DETAIL RECORD	0.03%	BQ
38	INVALID PIC FORMAT FOR &manifest type ELECTRONIC FILE	0.03%	BQ
330	CHECK DIGIT ERROR	0.02%	BQ

- Measure only beginning January 18, 2016
- Non-Compliance Fee assessments targeted July 2016
- Non-compliance fee will be assessed only once per piece
  - Calculated for each Product Class
  - Fee assessed in the category with the highest count of non-compliant pieces
- Manifest event posting time included in the scan event extract file
  - Versions 1.6 or 2.0 only
- Feature added to update compliance compensate for USPS system delays
- Sharing summary reports and holding meetings with customers to discuss performance

- Summary reports useful
  - Weekly cadence for most
  - Monthly or quarterly OK for customers with high quality
  - Include package level details for non-compliant pieces
- Many already use or plan to use address validation software
- Some aware of issues already with fixes in the works
- Mail.dat to Shipping Services File conversion issues being researched

## MicroStrategy Reports for IMpb Quality Non-Compliance

- Deploys in PTR Release 6.1  
January 31, 2016
- Accessible by BMEU employees  
to share with customers  
shipping onsite
- Summary by Permit,  
Transaction ID, Mailer ID
- Drill to package details
- Report can be shared with  
customers via email

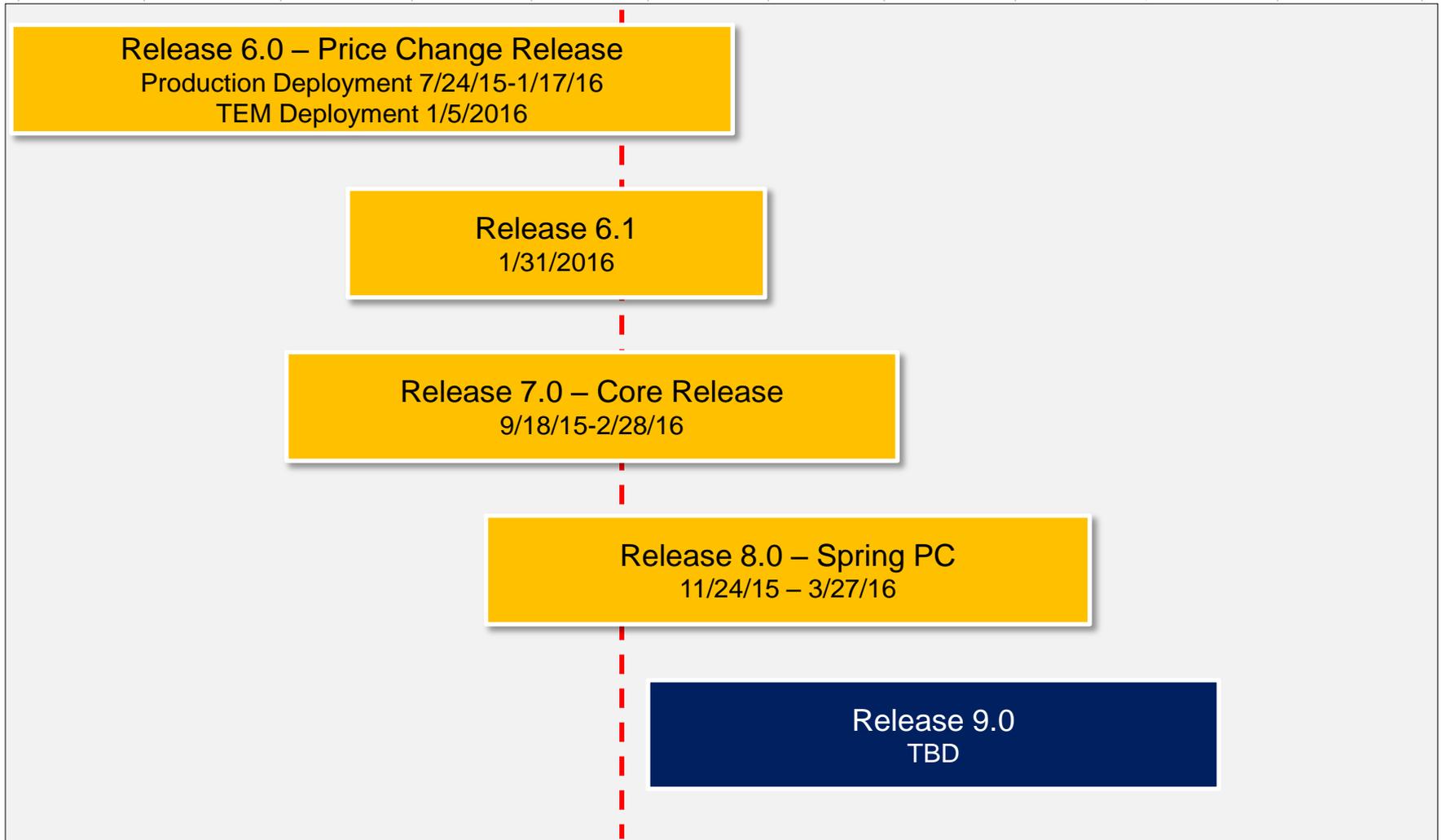


The screenshot displays the 'Non-Compliance Report' interface in a web browser. On the left is a navigation pane with an 'Index' section containing a 'Summary of your selections' and a list of 11 numbered steps: 1. Time Period Analysis (Required), 2. Group Results By, 3. Select Metrics, 4. Select Distribution Location, 5. Select Mail Type, 6. Select Mail Class, 7. Select Method of Payment, 8. Select Permit Mailer, 9. Select Child Mailer, 10. Select Permit Number, and 11. Select Transaction. Step 9 is currently selected. The main content area shows step 9, 'Select Child Mailer', with instructions: 'Select 1 or more items. Select the groups to display items by Child Mailer or Name. If an item is not selected all data for this prompt will be shown in the report.' Below this are search fields for 'PTR Child Mailer' and 'Match case'. A table with one row containing 'PTR Child Mailer' is visible. Below the table are steps 10, 'Select Permit Number', and 11, 'Select Transaction', each with an input field for the respective value.

- Improves efficiencies and performance
- Enhances use of technology
- Increases deliverability
- Improves the customer experience
  - My USPS.com
  - Access to new features
- Supports predictive planning and analytics
- Allows automation of manual processes

- Hybrid file – Shipping Partner File with additional fields
- New fields
  - Full Return and Pick Up address
  - Container Barcode number to nest packages to container
  - Weight
  - Dimensions
  - Zone
  - Packaging
  - Product Code
  - Customer Type
  - Transaction Type
  - Indicum Creation Record Date
  - Meter Vendor Id
  - Meter Model Number
  - Rate Category
  - Information-Based Indicia - IBI
  - Used with any Shipping Partner inbound event
- New Shipping Partner Event for Inbound International packages
  - Event Code 89
  - Pre-Shipment Notification, Order Received by Merchant
  - Compatible with previous file versions
- PTR Release 6.1 – January 31, 2016

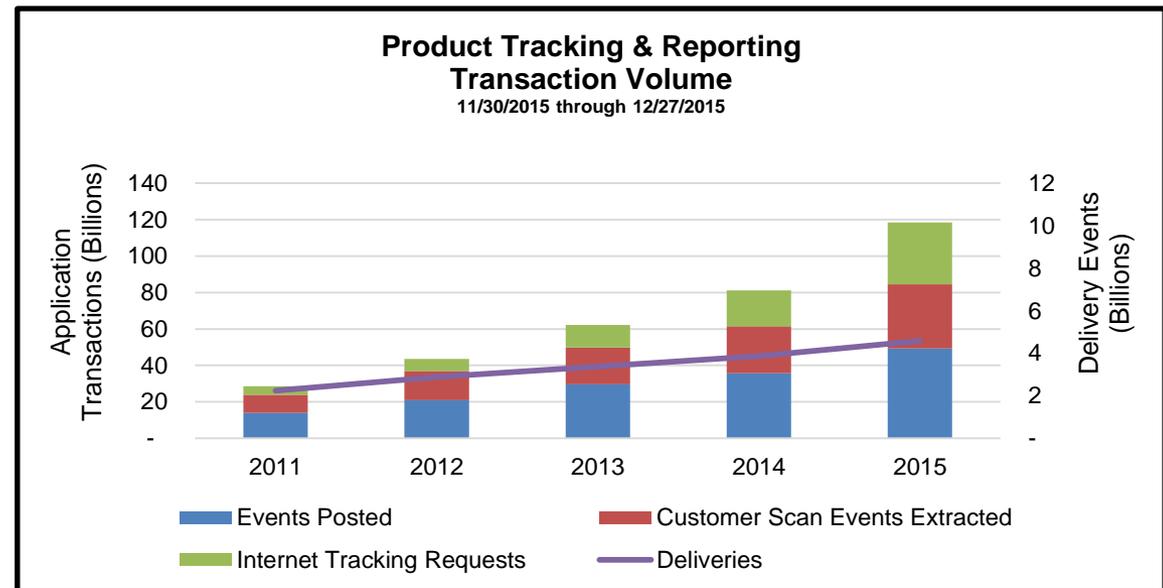
August 1    Sept 1    Oct 1    Nov 1    Dec 1    January 1    February 1    March 1    April 1    May 1    June 1    July 1



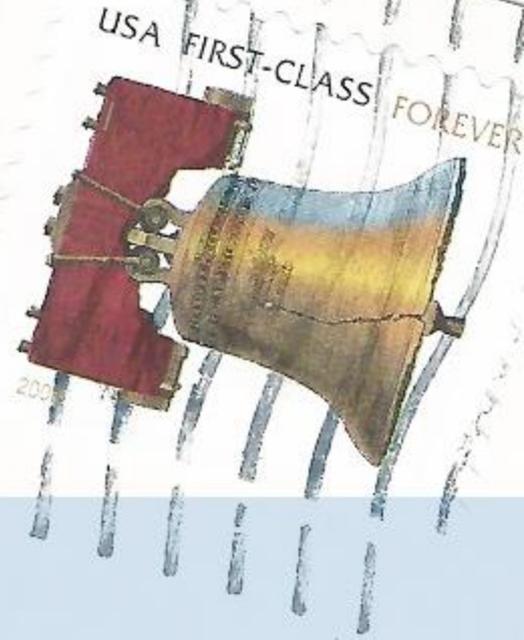
 Current Core Release     App Release     Forecasted Core Release

## Record volume and strong performance during Holiday Season 2015

- Transactions up more than 50% during Holiday 2015 versus the previous year
- Events ingested increased 66%
- Shipping Partner Events up 125%
- Included 37% more events in customer extract files
- Tracking request demand 41% higher than last year
- Processed over 2,300 requests per second during peak hour



# Address Management



- **Colleges & University Sub-Group**
  - Revisiting the potential for capturing student change-of-address
  - 5 schools have agreed to provide address data for analysis review and validation
- **MLOCR name presentment issues**
  - NCOA<sup>Link</sup>® Developers Webinar will be scheduled to help communicate issue and expectations
- **New Topics**
  - International Addressing format versus Universal Postal Union S42 standards
  - Members encouraged to review the Streamlined Mail Entry Publication draft

- **Workgroup 171 sunsetted in October 2015**
- **Development of an internal UAA Reason Training & Communication “Blitz” as recommended by the WG is underway**
- **USPS analysis of Nixie UAA Reasons continues:**
  - **UAA Issues Reports will be distributed during the “Blitz” to support the communications & training**
  - **Statistics drill down by ZIP & carrier route for inconsistency in UAA reason code assignments**
    - **UTF where no expired COA exists for address**
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- **Started 12/01/2015 with a targeted End 3/30/2016**
- **Review MTAC Workgroup address quality recommendations and industry white papers**
- **Present an updated MTAC Report that captures the latest in Address Quality Methodologies and ACS Best Practices**
  - **Currently reviewing and updating the Address Quality Methodologies document.**
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## ■ New IMb Tracing Service Type IDs for Bound Printed Matter

- Destination IMb Tracing will be available for Bound Printed Matter flats
- Official announcement & publication of STIDs TBD
- Activation of service 90 days after STID publication date

**Bound Printed Matter**

Class of Mail	Address Correction Ancillary Service Option	Nonautomation w/o IMb Tracing™	Nonautomation with IMb Tracing	Full-Service w/o IMb Tracing	Full-Service with IMb Tracing
Bound Printed Matter	No Address Corrections	401		265	351
	Manual Corrections *	706	452	466	352
	OneCode ACS® – ASR 1* Address Service Requested Opt 1	424	453		
	OneCode ACS – ASR 2* Address Service Requested Opt 2	605	454		
	OneCode ACS – CSR 1* Change Service Requested Opt 1	431	455		
	OneCode ACS – CSR 2* Change Service Requested Opt 2	615****	456****		
	OneCode ACS – RSR 2* Return Service Requested Opt 2	619	457		
	Full Service ACS™ – ASR 1* Address Service Requested Opt 1			423	353
	Full-Service ACS – ASR 2* Address Service Requested Opt 2			607	354
	Full Service ACS – CSR 1* Change Service Requested Opt 1			430	355
	Full Service ACS – CSR 2* Change Service Requested Opt 2			617****	356****
	Full Service ACS – RSR 2* Return Service Requested Opt 2			621	357
	Traditional ACS™ – ASR 1* Address Service Requested Opt 1	603	458	604	358
	Traditional ACS – ASR 2* Address Service Requested Opt 2	606	459	608	359
	Traditional ACS – CSR 1* Change Service Requested Opt 1	613	460	614	360
	Traditional ACS – CSR 2* Change Service Requested Opt 2	616****	461****	618****	361****
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- **New STIDs for Reply Mail by Mailer ID will be identifiable by either MID (new option) or by ZIP Code (current).**
  - **Use the MID in the IMb for your Origin IMb Tracing Courtesy Reply Mail, Business Reply Mail, and First-Class Reply Mail with Origin IMb Tracing**
  - **Allows a mailer to have Reply Mail with different addresses.**
  - **Reply Mail by ZIP will use existing STIDs**
  - **Activation of service 90 days after STID publication date**

### Miscellaneous

Class of Mail	Address Correction Option	Nonautomation w/o IMb Tracing™	Nonautomation with IMb Tracing	Full-Service w/o IMb Tracing	Full-Service with IMb Tracing
Priority Mail®	Priority Mail	710			
	Priority Mail Flat Rate	712			
Critical-Mail	Critical-Mail	<del>711</del>	<del>713</del>		
Reply Mail by ZIP	Courtesy Reply Mail	703 (700) <sup>3</sup>	050		
	Business Reply Mail	708	052		
	First-Class Reply Mail	701	051		
Reply Mail by MID	Courtesy Reply Mail	070	030		
	Business Reply Mail	072	032		
	First-Class Reply Mail	071	031		

<sup>3</sup> STID 700 may be used on printed envelopes currently in stock. When ordering new envelopes, mailers should transition to Courtesy Reply Mail (by ZIP) Service Type ID 703.

**\* Critical Mail is being eliminated.**

- ***Coming May 2016 for Parcel Shippers!***
- **IMpb ACS with Shipper Paid Forward / Return**
  - **Shipping Services File 1.7 or higher required.**
  - **Extra Service Code 451 must be included in the SSF detail record. The mail class and weight will be shared with ACS**
  - **ACS will share data with PTR to report status when parcel is processed as UAA**
  - **IMpb ACS w/SPS Technical Guide to be made available on RIBBS in March**

- **PARS 5.7 software installed in all PARS sites as of December 2015**
  - **Reduction in industry complaints regarding volume of Standard Mail incorrectly returned as First-Class Mail**
  
- **FPARS equipment has been deployed and installed at 17 sites, but is activated in the North TX P&DC only**
  - **Support for Flats PARS (FPARS) was included in the PARS 5.7 software release**
  - **Schedule activation in remaining sites is TBD**

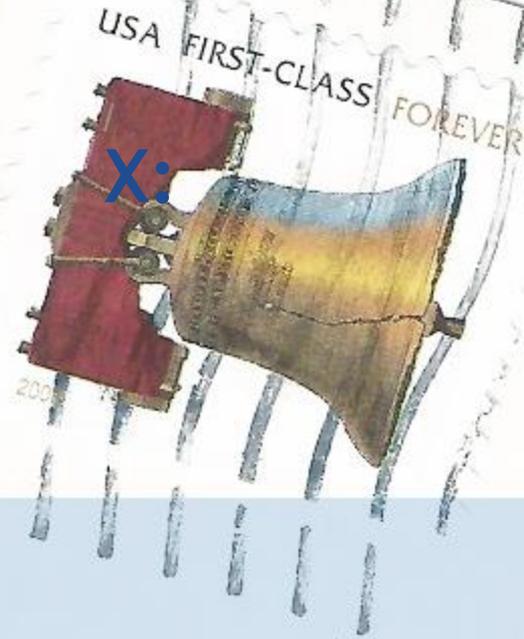
## Historical RPW to UAA Trend

RPW Volume	UAA %		RPW Growth/ Decline	UAA Growth/ Decline
202,702,926	4.59%	<i><b>FY2008</b></i>	-1.25%	-4.27%
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155,538,672	4.25%	<i><b>FY2014</b></i>	-1.80%	-2.49%
154,156,980	4.20%	<i><b>FY2015</b></i>	-0.89%	-2.09%
<b>Average Yearly Decline since 2008</b>			<b>-3.44%</b>	<b>-4.67%</b>

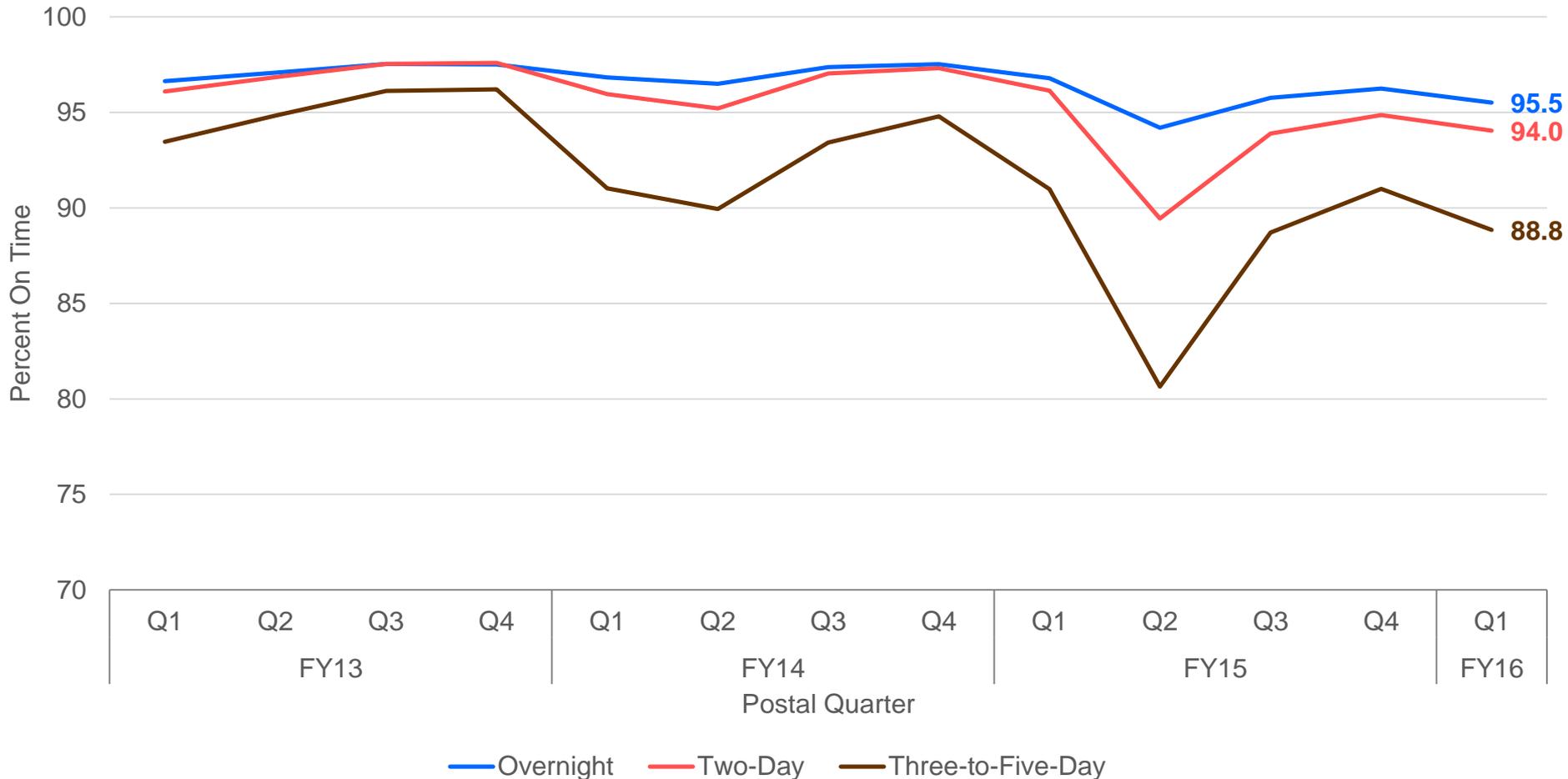
Over last 8 years, UAA has declined more than RPW by **36.0%**

**Discussion  
&  
Questions**

# First-Class Mail

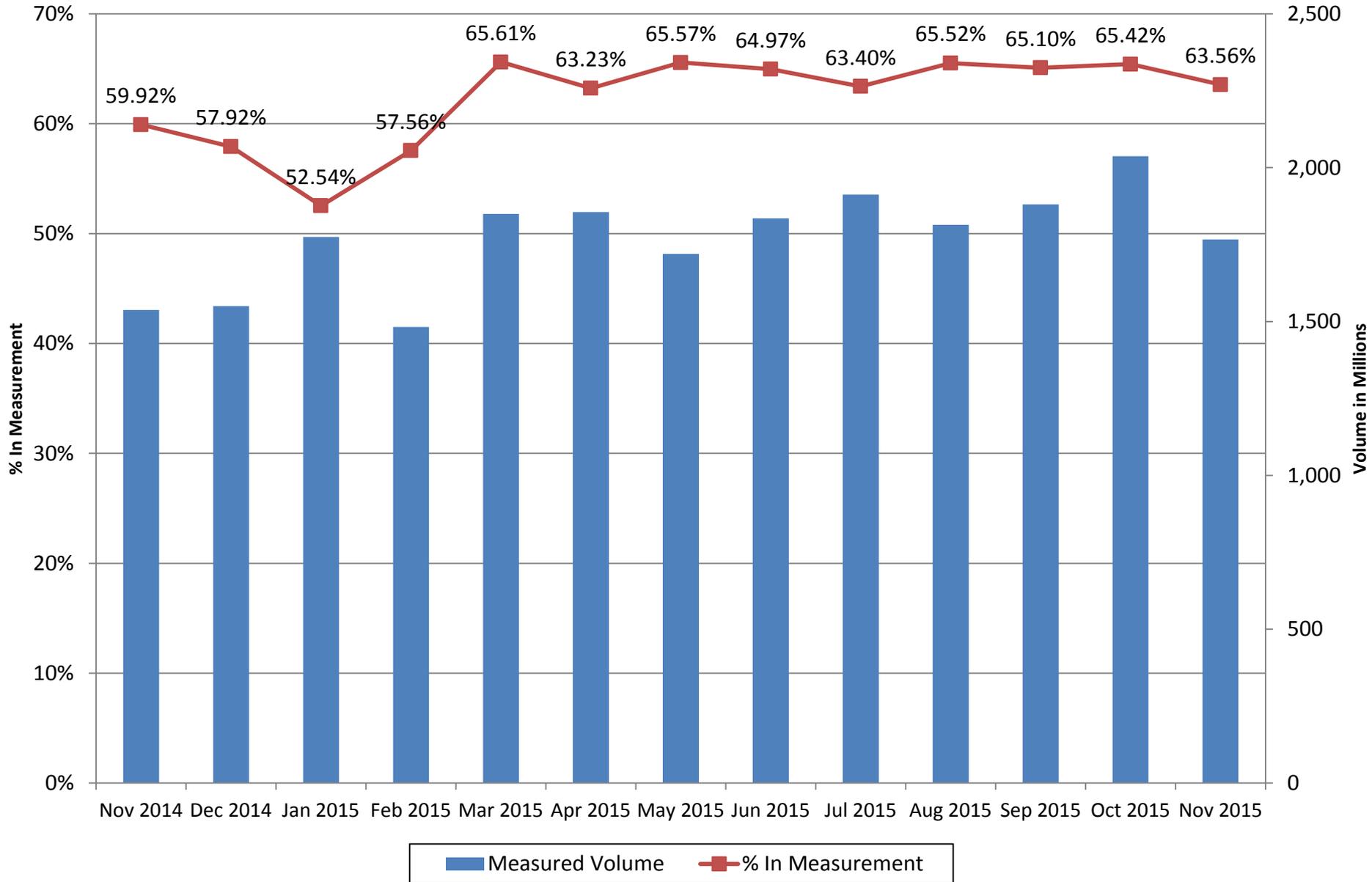


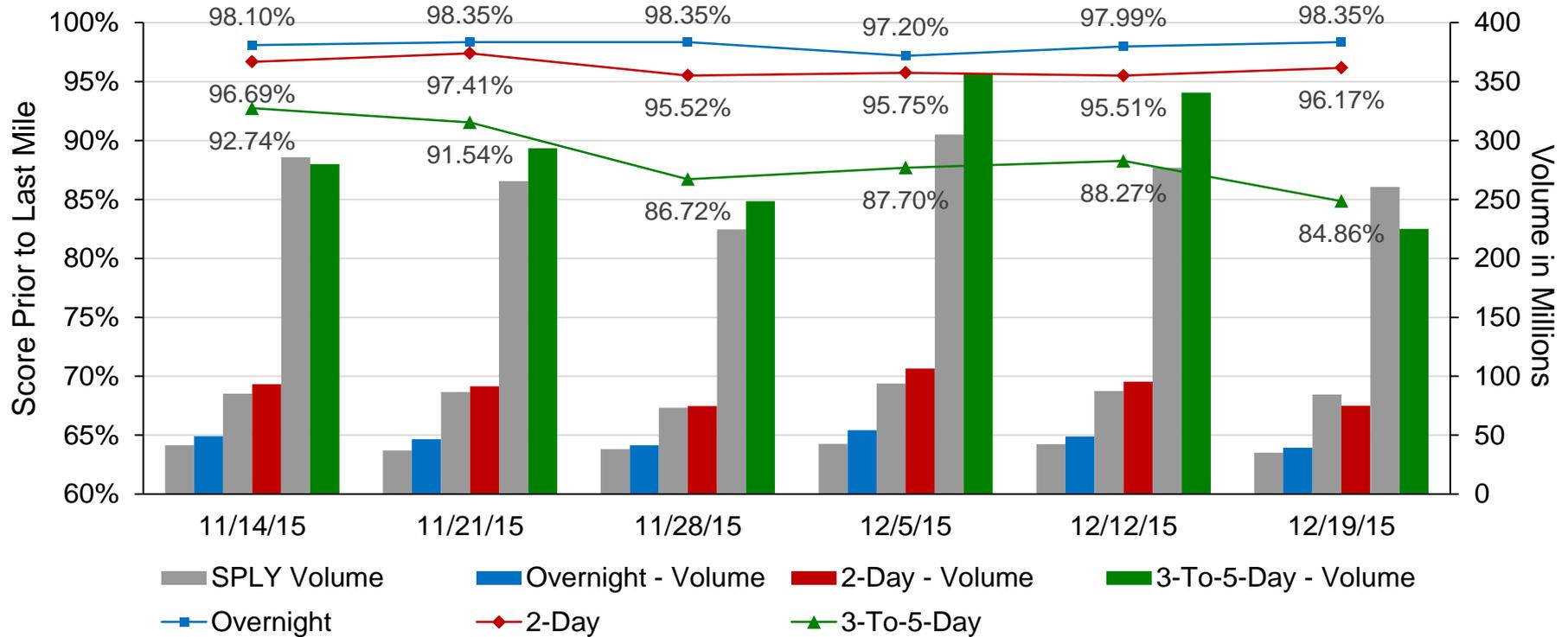
## Commercial First-Class Mail® FY13 thru FY16 Performance



# First-Class Mail

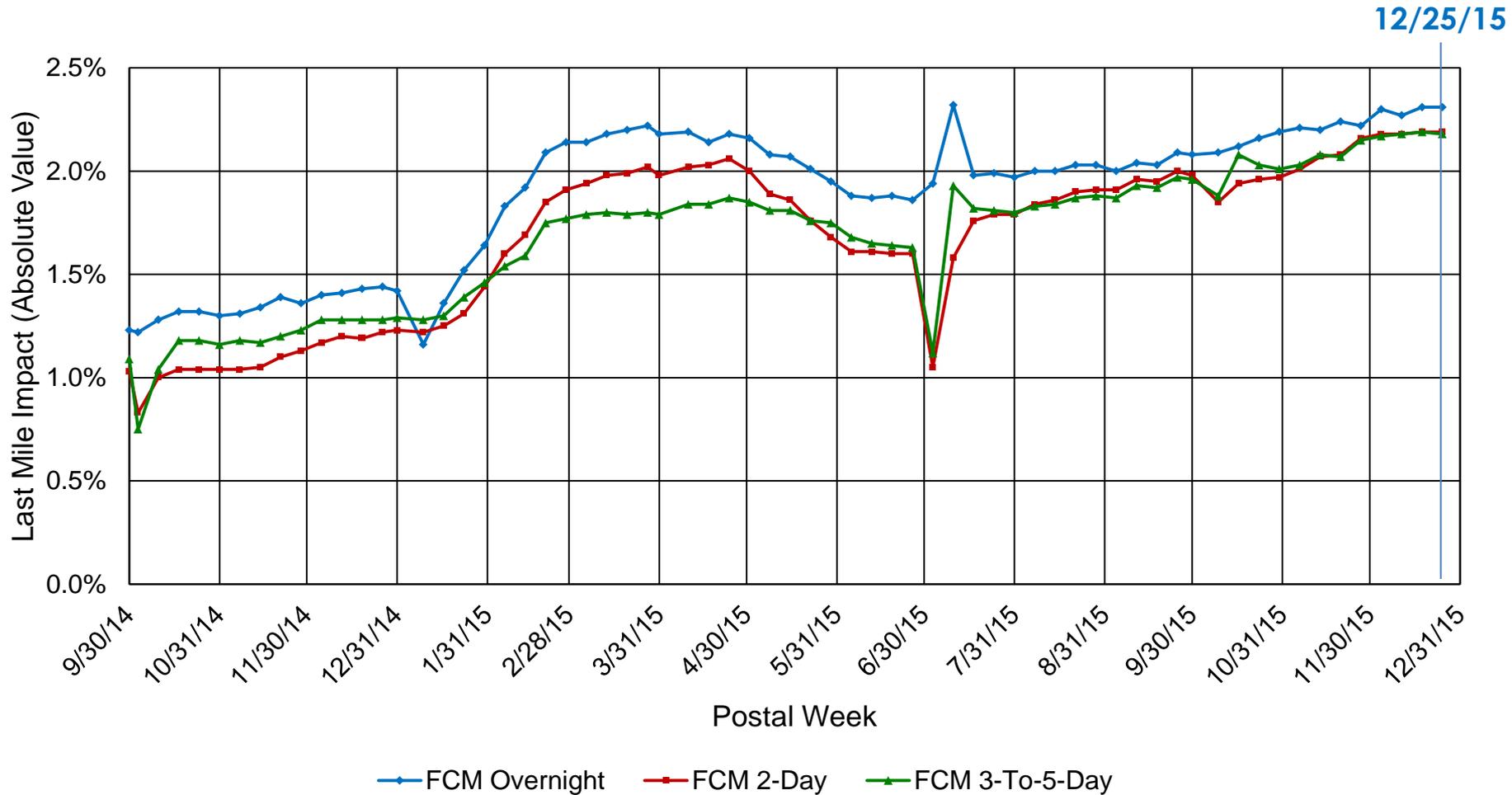
Letters



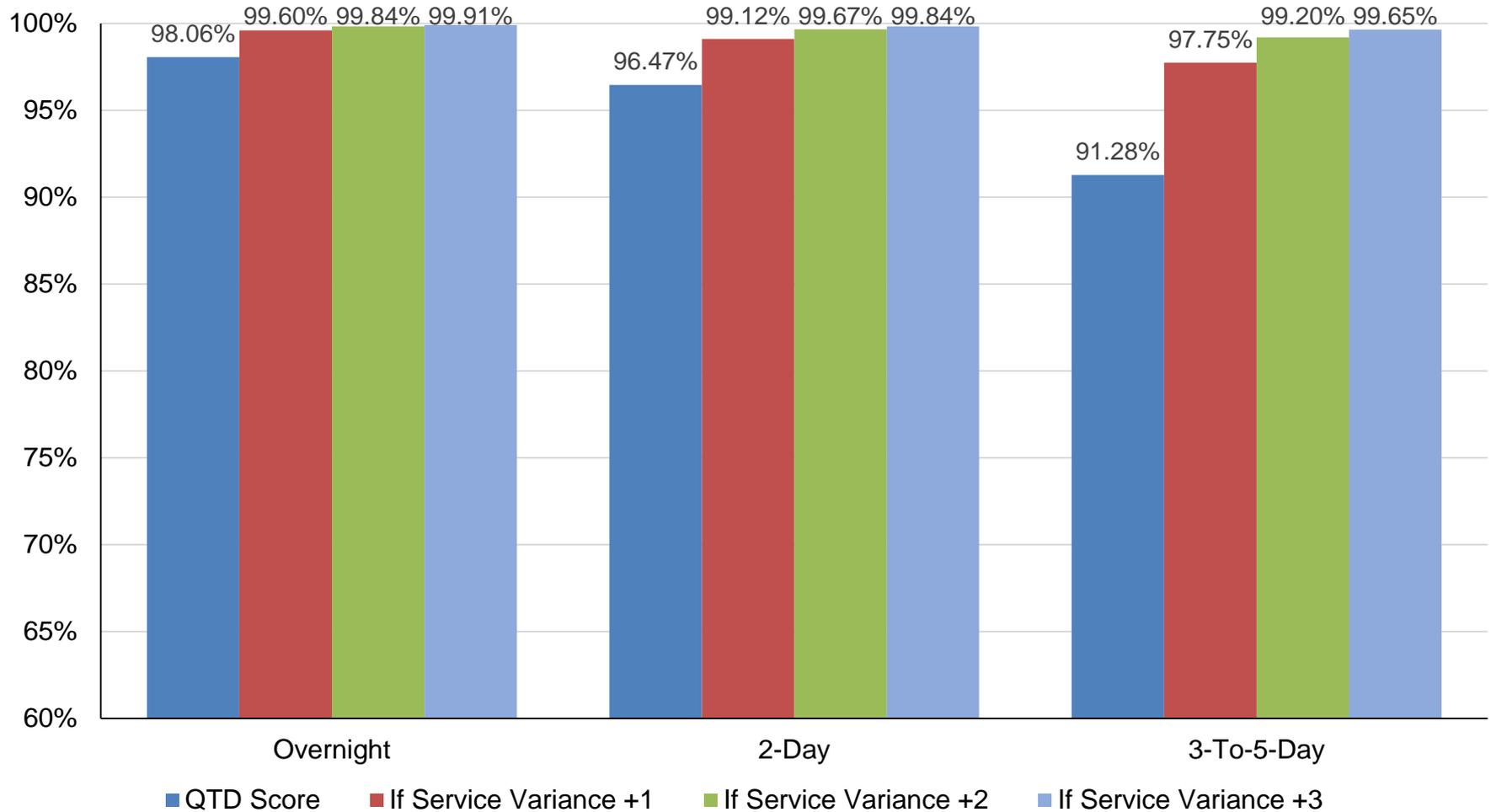


Q1 TD	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
Overnight	595,228,762	98.06%	-2.31%	95.75%	96.80%	520,274,685	14.41%	96.94%	-1.19%
2-Day	1,133,563,743	96.47%	-2.19%	94.28%	96.50%	1,088,329,327	4.16%	96.37%	-2.09%
3-to-5-Day	3,699,780,739	91.28%	-2.17%	89.10%	95.25%	3,278,044,070	12.87%	91.62%	-2.52%
3-Day	3,679,611,117	91.27%	-2.18%	89.09%	95.25%	3,263,514,332	12.75%	91.62%	-2.53%
4-Day	19,165,612	95.70%	-2.25%	93.45%	95.25%	14,038,450	36.52%	93.88%	-0.43%
5-Day	1,004,010	44.29%	-2.82%	41.47%	95.25%	491,288	104.36%	44.73%	-3.26%
<b>Total</b>	<b>5,428,573,244</b>			<b>90.91%</b>	<b>96.00%</b>	<b>4,886,648,082</b>	<b>11.09%</b>	<b>93.24%</b>	<b>-2.33%</b>

### Last Mile Impact Trend

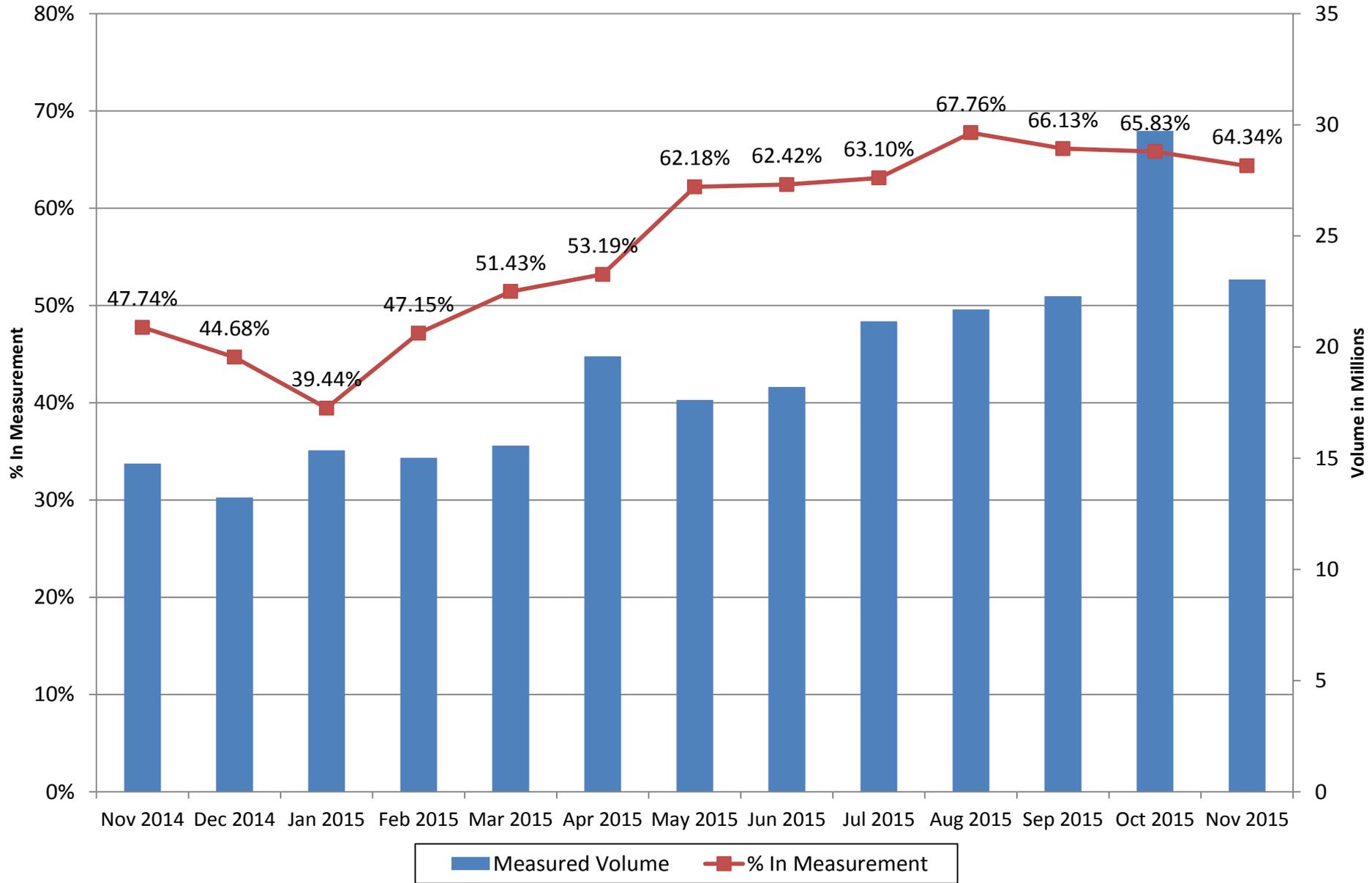


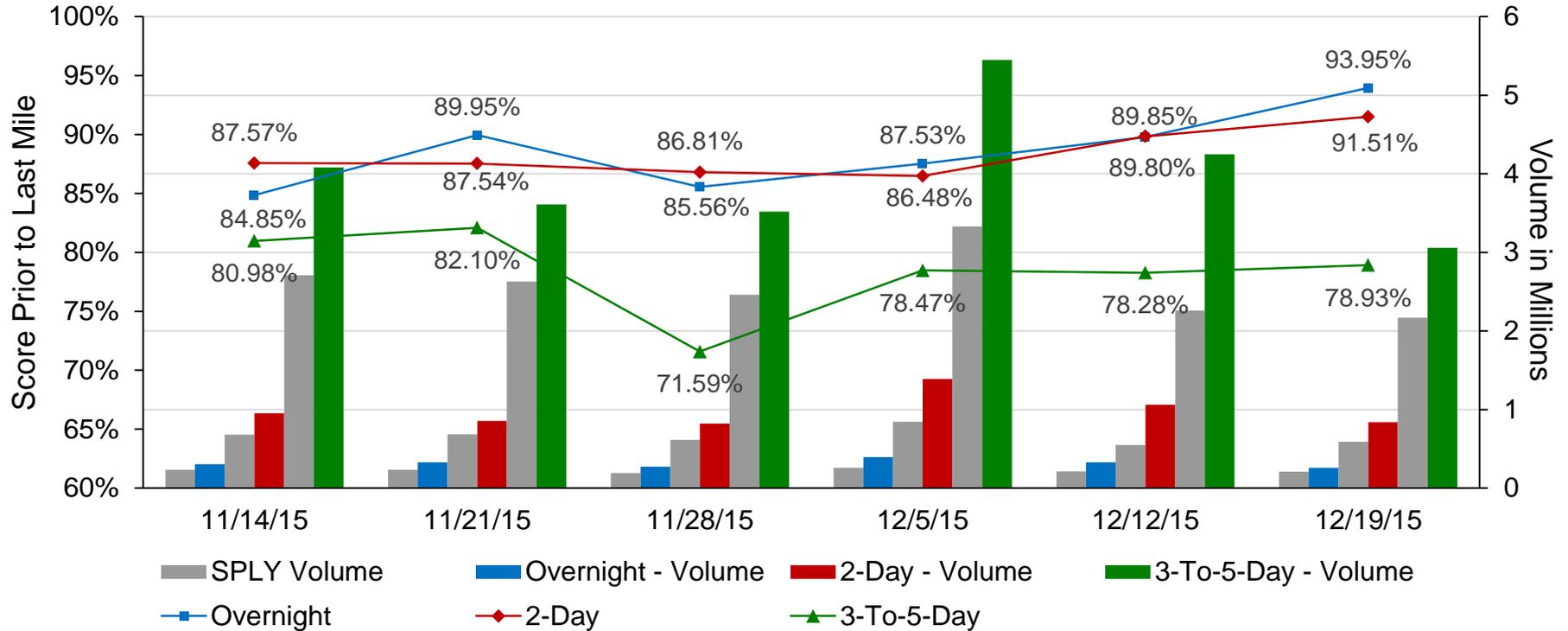
All QTD FCM Letters scores would be above 97.75% (prior to last mile),  
if pieces that failed by 1 day passed



# First-Class Mail

**Flats**

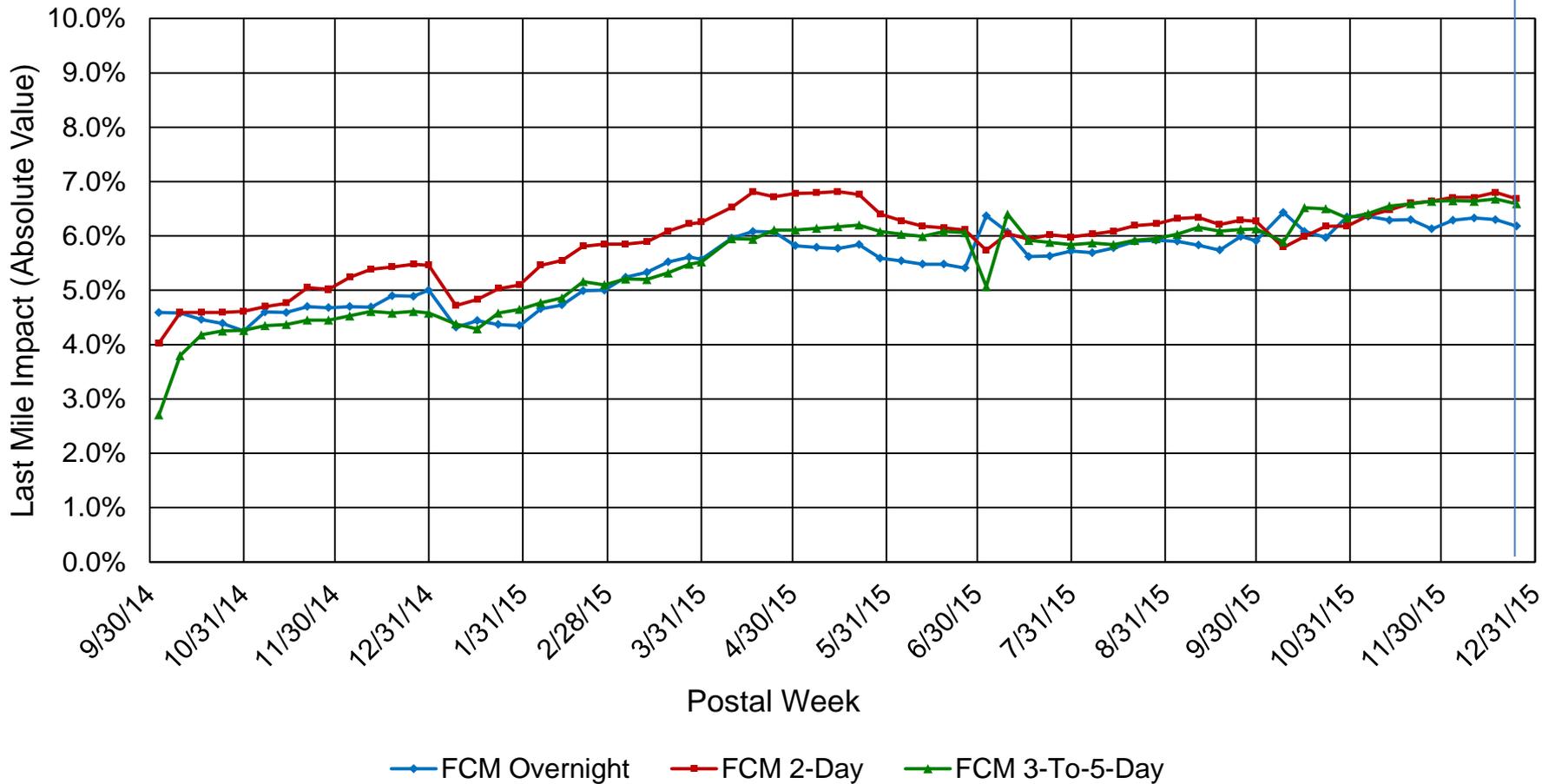




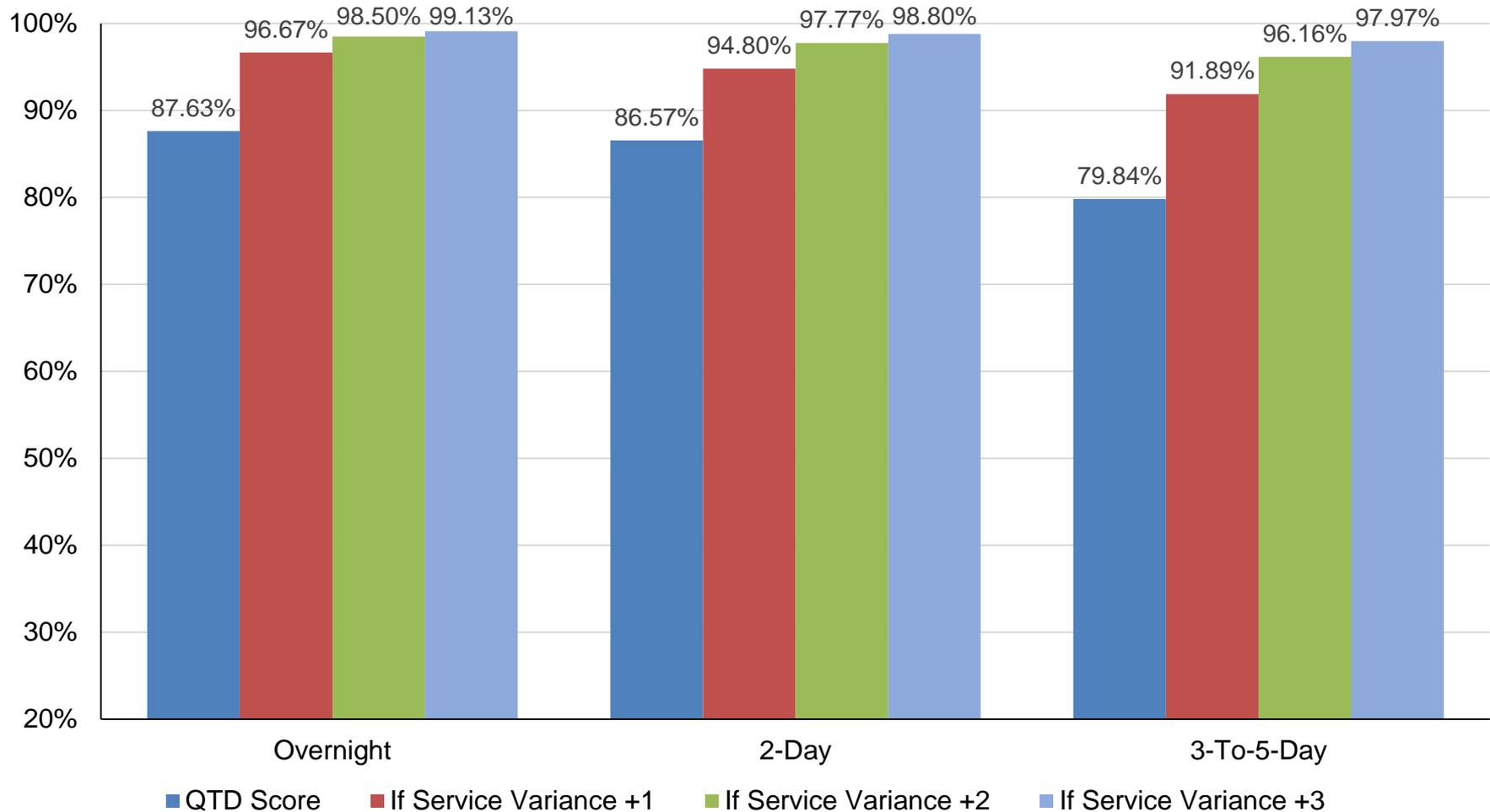
Q1 TD	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
Overnight	4,492,886	87.63%	-6.18%	81.45%	96.80%	3,294,448	36.38%	85.37%	-3.92%
2-Day	13,784,770	86.57%	-6.68%	79.89%	96.50%	8,789,724	56.83%	84.74%	-4.85%
3-to-5-Day	54,535,681	79.84%	-6.59%	73.25%	95.25%	34,058,753	60.12%	79.23%	-5.98%
3-Day	54,291,389	79.80%	-6.58%	73.22%	95.25%	33,866,859	60.31%	79.19%	-5.97%
4-Day	238,631	88.74%	-7.74%	81.00%	95.25%	187,891	27.01%	87.27%	-6.27%
5-Day	5,661	78.15%	-8.34%	69.81%	95.25%	4,003	41.42%	82.98%	-13.17%
<b>Total</b>	<b>72,813,337</b>			<b>75.01%</b>	<b>96.00%</b>	<b>46,142,925</b>	<b>57.80%</b>	<b>80.72%</b>	<b>-5.71%</b>

## Last Mile Impact Trend

12/25/15



**All QTD FCM Flats scores would be above 91.89% (prior to last mile),  
if pieces that failed by 1 day passed**



Note: Service performance results before Last Mile

Data from 2015-10-03 to 2016-01-01

## Full Service Customers Only

**2,385,000**  
Entered at USPS  
SV Unload Scan



**6,116,000**  
Enroute Depart Scan  
for Containers and  
Trays



**6,765,000**

Enroute Arrive Container  
and Tray Scans



**59,122,000**

Enroute Tray  
Scans



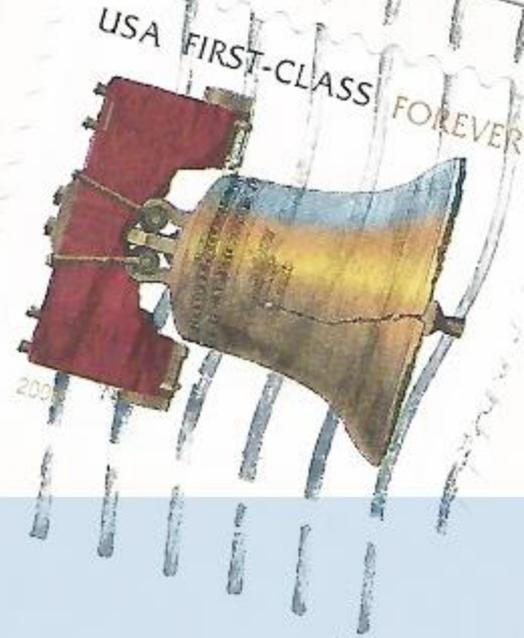
**22 Billion**  
*(as of December 1, 2015)*  
Piece level  
automation scans



**New Visibility for Mailers**

**All IMb™ Users**

# Address Management



- **Colleges & University Sub-Group**
  - Revisiting the potential for capturing student change-of-address
  - 5 schools have agreed to provide address data for analysis review and validation
- **MLOCR name presentment issues**
  - NCOA<sup>Link</sup>® Developers Webinar will be scheduled to help communicate issue and expectations
- **New Topics**
  - International Addressing format versus Universal Postal Union S42 standards
  - Members encouraged to review the Streamlined Mail Entry Publication draft

- **Workgroup 171 sunsetted in October 2015**
- **Development of an internal UAA Reason Training & Communication “Blitz” as recommended by the WG is underway**
- **USPS analysis of Nixie UAA Reasons continues:**
  - **UAA Issues Reports will be distributed during the “Blitz” to support the communications & training**
  - **Statistics drill down by ZIP & carrier route for inconsistency in UAA reason code assignments**
    - **UTF where no expired COA exists for address**
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- **Started 12/01/2015 with a targeted End 3/30/2016**
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	Priority Mail Flat Rate	712			
Critical-Mail	Critical-Mail	<del>713</del>	<del>714</del>		
Reply Mail by ZIP	Courtesy Reply Mail	703 (700) <sup>3</sup>	050		
	Business Reply Mail	708	052		
	First-Class Reply Mail	701	051		
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  - **Schedule activation in remaining sites is TBD**

## 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
<b>FY08</b>	\$ 401,353	N/A	1,777,364	N/A	\$ 780,027	N/A	1,434,640	N/A	\$ 337,579	N/A	6,097,089	N/A
<b>FY09</b>	\$ 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%
<b>FY10</b>	\$ 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%
<b>FY11</b>	\$ 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%
<b>FY12</b>	\$ 271,350	-0.18%	1,116,642	0.0%	\$ 789,433	1.5%	1,530,049	1.7%	\$ 257,387	-3.4%	4,112,809	-6.5%
<b>FY13</b>	\$ 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%
<b>FY14</b>	\$ 229,568	-15.6%	1,010,525	-4.3%	\$ 769,790	0.1%	1,464,963	-2.1%	\$ 253,389	-1.6%	4,139,809	-2.2%
<b>FY15</b>	\$ 220,932	-3.8%	993,674	-1.7%	\$ 788,592	2.4%	1,454,514	-0.7%	\$ 253,542	0.06%	4,028,810	-2.7%
<b>FY08 vs FY15</b>	<b>-45.0%</b>		<b>-44.1%</b>		<b>1.1%</b>		<b>1.4%</b>		<b>-24.9%</b>		<b>-33.9%</b>	

## 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
<b>FY08</b>	\$ 317,252	N/A	1,621,540	N/A	\$ 520,610	N/A	1,292,474	N/A	\$ 5,012	N/A	43,952	N/A
<b>FY09</b>	\$ 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%
<b>FY10</b>	\$ 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%
<b>FY11</b>	\$ 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%
<b>FY12</b>	\$ 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%
<b>FY13</b>	\$ 193,451	-11.6%	964,552	-6.1%	\$ 587,878	-4.2%	1,405,623	-2.8%	\$ 8,628	11.9%	74,698	17.7%
<b>FY14</b>	\$ 182,289	-5.8%	927,991	-3.8%	\$ 588,153	0.0%	1,383,386	-1.6%	\$ 7,561	-12.4%	66,735	-10.7%
<b>FY15</b>	\$ 178,176	-2.3%	921,637	-0.7%	\$ 597,600	1.6%	1,377,508	-0.4%	\$ 10,200	34.9%	93,592	40.2%
<b>FY08 vs FY15</b>	<b>-43.8%</b>		<b>-43.2%</b>		<b>14.8%</b>		<b>6.6%</b>		<b>103.5%</b>		<b>112.9%</b>	

## Historical RPW to UAA Trend

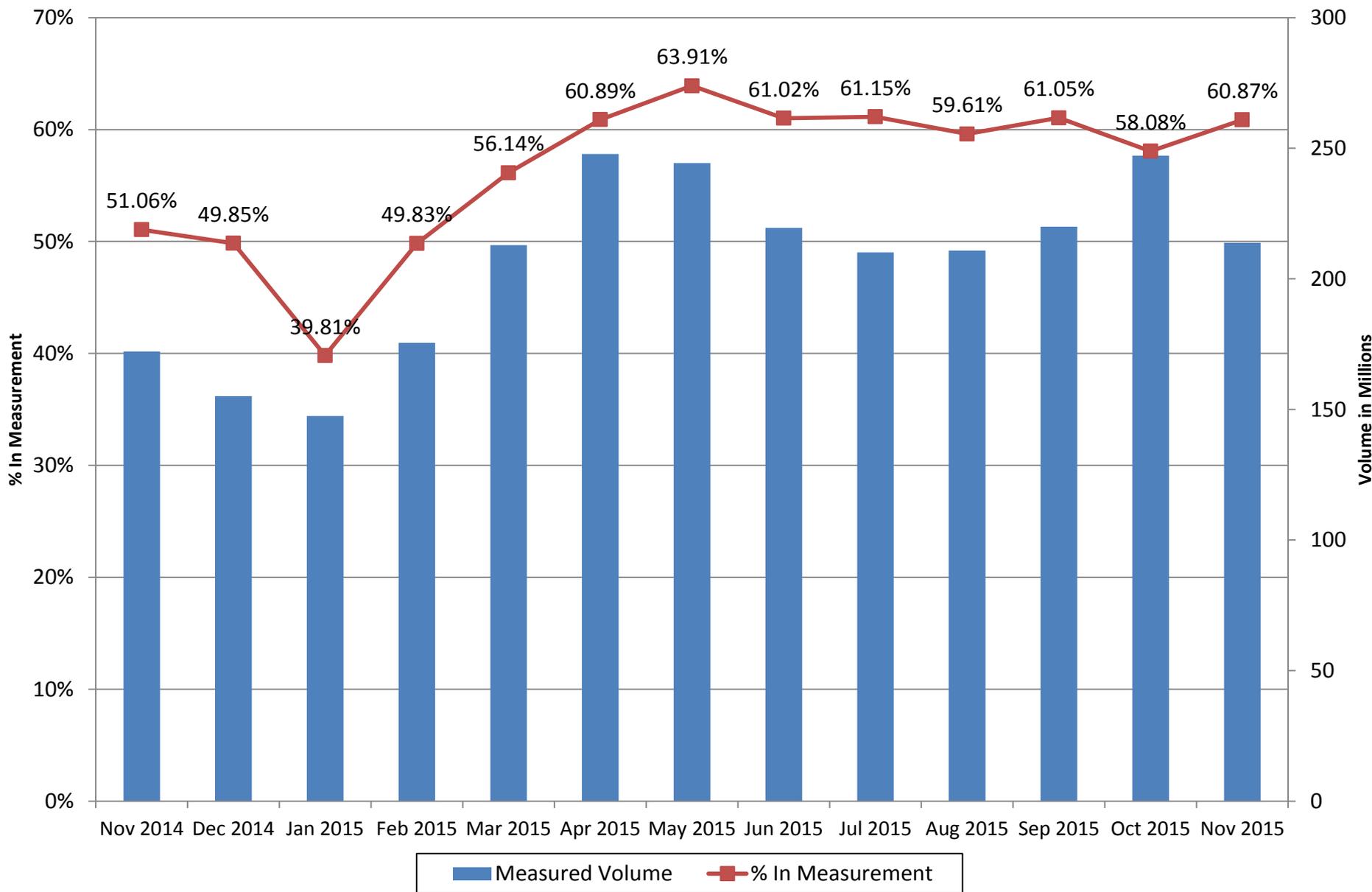
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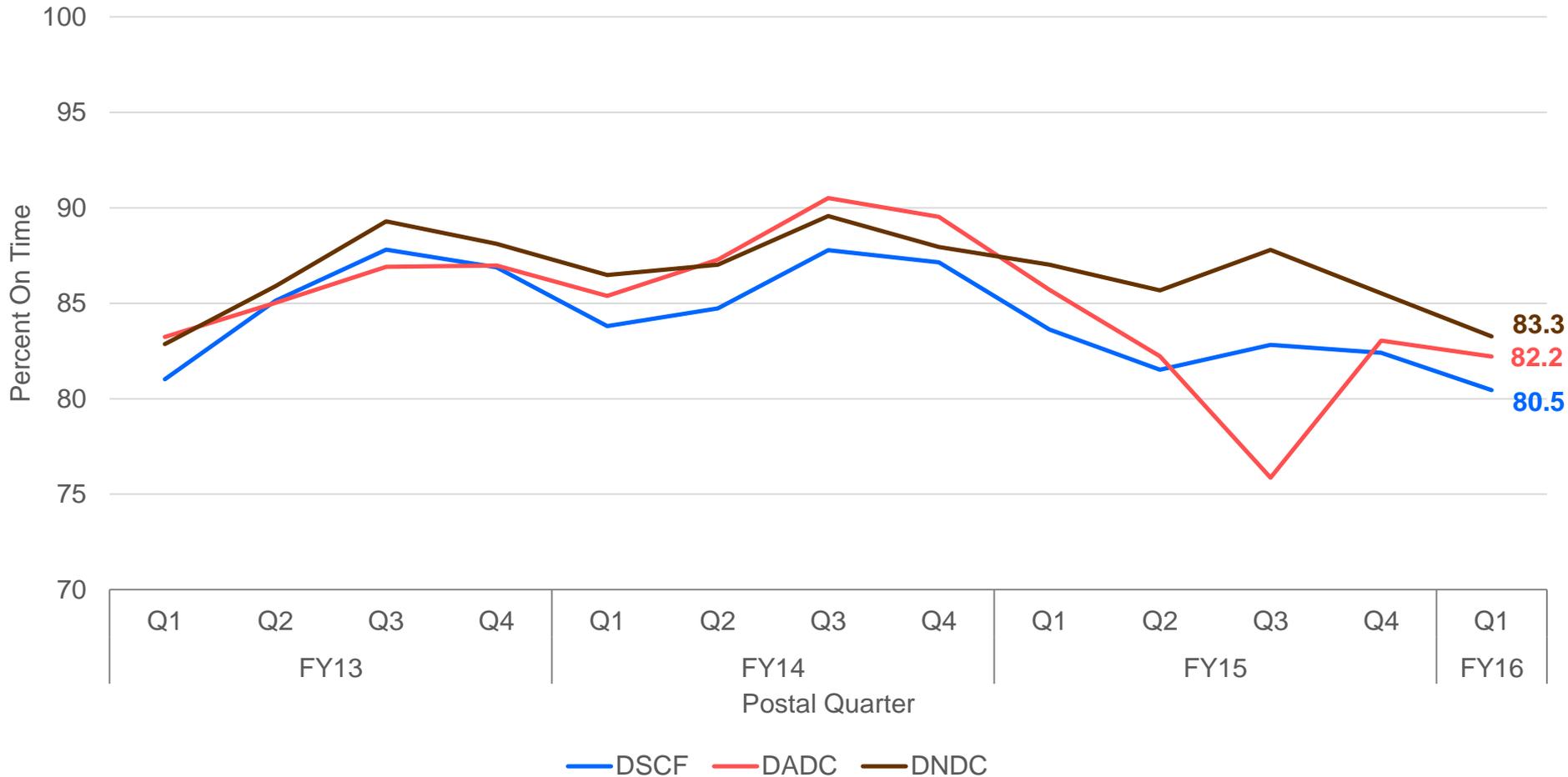
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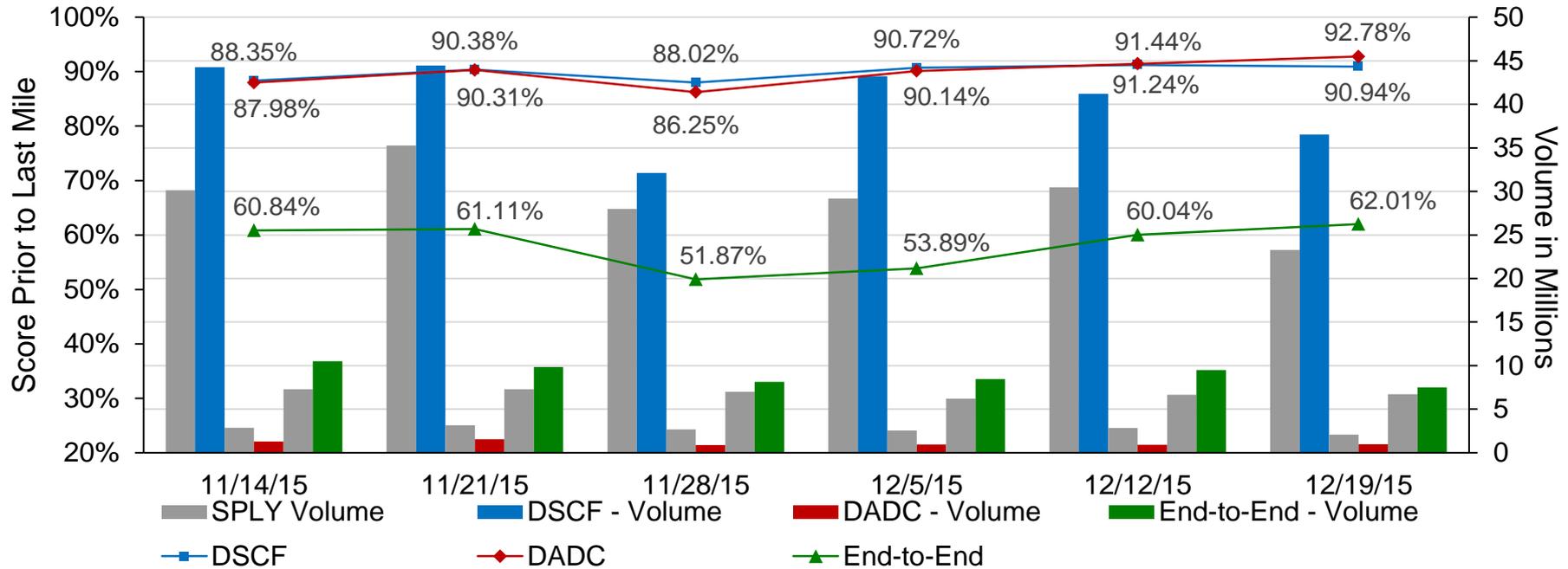
# Periodicals Flats





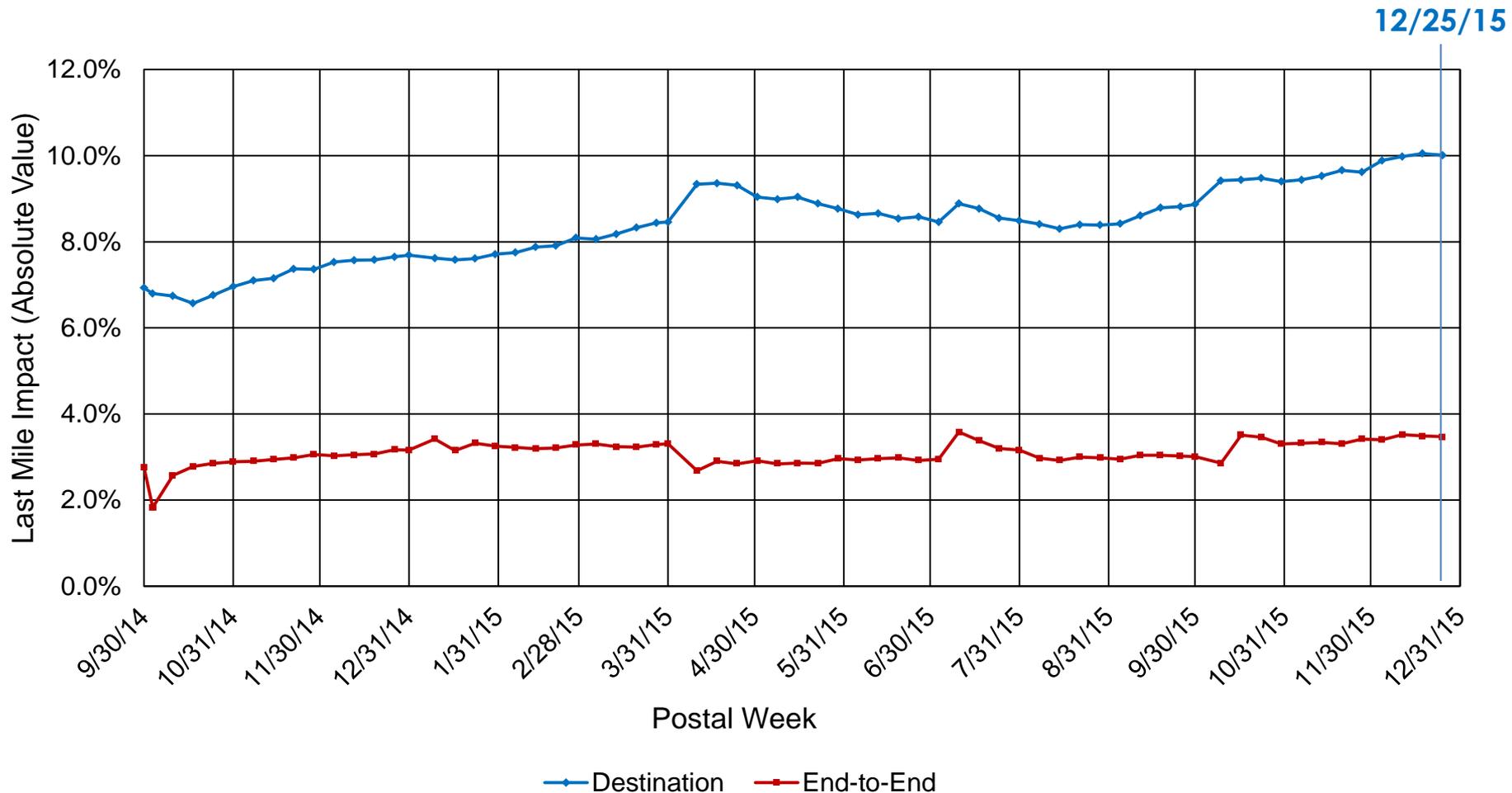
## Destination Entry IMb™ Periodicals FY13 thru FY16 Performance



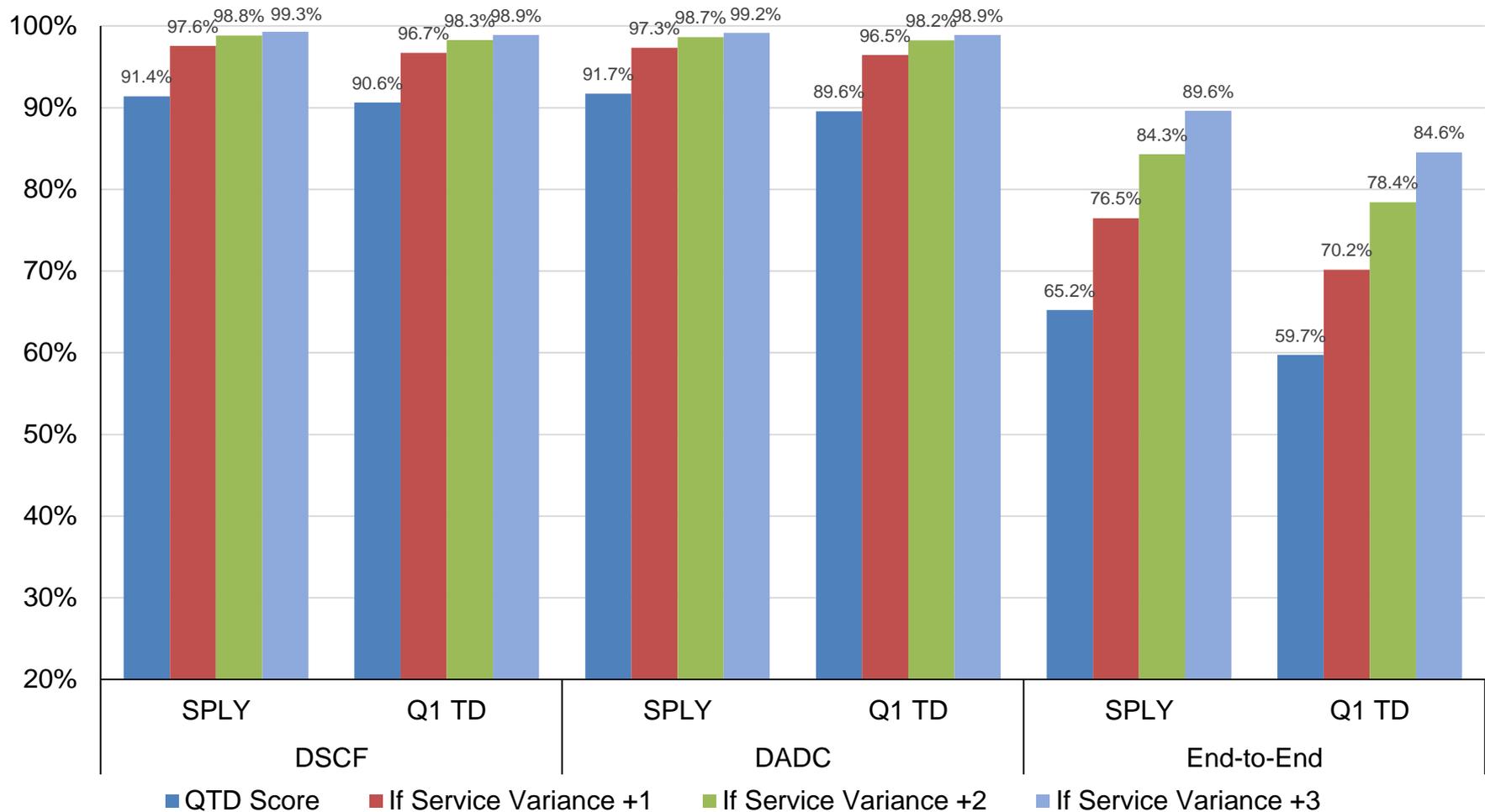


Q1 TD	Total Pieces Measured	Processing On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Flats	514,749,981	90.63%	-10.17%	80.45%	91.00%	397,549,702	29.48%	83.52%	-3.07%
ADC Flats	14,314,508	89.57%	-7.37%	82.21%	91.00%	35,036,830	-59.14%	85.70%	-3.49%
E2E Flats	111,947,619	59.74%	-3.46%	56.27%	91.00%	89,896,680	24.53%	62.05%	-5.78%
2-Day	0	N/A	N/A	N/A	N/A	4,134,221	N/A	85.20%	N/A
3-Day	35,333,240	83.85%	-3.64%	80.21%	91.00%	24,336,578	45.19%	80.40%	-0.19%
4-Day	45,821,491	52.75%	-3.66%	49.09%	91.00%	42,188,306	8.61%	54.48%	-5.39%
5-Day	2,719,422	44.71%	-2.93%	41.78%	91.00%	393,493	591.10%	35.28%	6.50%
6+ Day	28,073,366	42.25%	-2.98%	39.27%	91.00%	18,844,082	48.98%	50.78%	-11.51%
<b>Total</b>	<b>641,012,108</b>			<b>74.38%</b>	<b>91.00%</b>	<b>522,483,212</b>	<b>22.69%</b>	<b>79.97%</b>	<b>-5.59%</b>

## Last Mile Impact Trend



QTD DSCF and DADC Periodicals scores would be above 96.46% (prior to last mile), if pieces that failed by 1 day passed



Data from 2015-10-03 to 2016-01-01

## Full Service Customers Only

**2,385,000**  
Entered at USPS  
SV Unload Scan



**6,116,000**  
Enroute Depart Scan  
for Containers and  
Trays



**6,765,000**

Enroute Arrive Container  
and Tray Scans



**59,122,000**

Enroute Tray  
Scans



**22 Billion**

*(as of December 1, 2015)*

Piece level  
automation scans



**New Visibility for Mailers**

**All IMb™ Users**

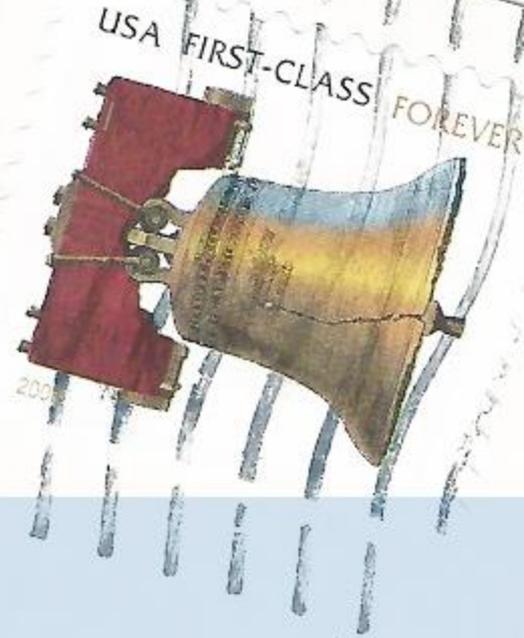
# Periodicals

**Bundle Visibility**

- ❑ **Working diligently with Operations to improve scan compliance**
  
- ❑ **Data Provisioning**
  - In Pilot as of 12/15/15 – Out-For-Delivery Data
  - Evaluating access enhancements
  - Soliciting customer feedback

- **Averaging 97.0% since 7/17/15**

# Address Management



- **Colleges & University Sub-Group**
  - Revisiting the potential for capturing student change-of-address
  - 5 schools have agreed to provide address data for analysis review and validation
- **MLOCR name presentment issues**
  - NCOA<sup>Link</sup>® Developers Webinar will be scheduled to help communicate issue and expectations
- **New Topics**
  - International Addressing format versus Universal Postal Union S42 standards
  - Members encouraged to review the Streamlined Mail Entry Publication draft

- **Workgroup 171 sunsetted in October 2015**
- **Development of an internal UAA Reason Training & Communication “Blitz” as recommended by the WG is underway**
- **USPS analysis of Nixie UAA Reasons continues:**
  - **UAA Issues Reports will be distributed during the “Blitz” to support the communications & training**
  - **Statistics drill down by ZIP & carrier route for inconsistency in UAA reason code assignments**
    - **UTF where no expired COA exists for address**
    - **NSN or IA where IMb has valid DPV present**

- **Started 12/01/2015 with a targeted End 3/30/2016**
- **Review MTAC Workgroup address quality recommendations and industry white papers**
- **Present an updated MTAC Report that captures the latest in Address Quality Methodologies and ACS Best Practices**
  - **Currently reviewing and updating the *Address Quality Methodologies* document.**
  - **Gathering input from IDEAlliance & MSDG relating to the software specific sections**



## ■ New IMb Tracing Service Type IDs for Bound Printed Matter

- Destination IMb Tracing will be available for Bound Printed Matter flats
- Official announcement & publication of STIDs TBD
- Activation of service 90 days after STID publication date

**Bound Printed Matter**

Class of Mail	Address Correction Ancillary Service Option	Nonautomation w/o IMb Tracing™	Nonautomation with IMb Tracing	Full-Service w/o IMb Tracing	Full-Service with IMb Tracing
Bound Printed Matter	No Address Corrections	401		265	351
	Manual Corrections *	706	452	466	352
	OneCode ACS® – ASR 1* Address Service Requested Opt 1	424	453		
	OneCode ACS – ASR 2* Address Service Requested Opt 2	605	454		
	OneCode ACS – CSR 1* Change Service Requested Opt 1	431	455		
	OneCode ACS – CSR 2* Change Service Requested Opt 2	615****	456****		
	OneCode ACS – RSR 2* Return Service Requested Opt 2	619	457		
	Full Service ACS™ – ASR 1* Address Service Requested Opt 1			423	353
	Full-Service ACS – ASR 2* Address Service Requested Opt 2			607	354
	Full Service ACS – CSR 1* Change Service Requested Opt 1			430	355
	Full Service ACS – CSR 2* Change Service Requested Opt 2			617****	356****
	Full Service ACS – RSR 2* Return Service Requested Opt 2			621	357
	Traditional ACS™ – ASR 1* Address Service Requested Opt 1	603	458	604	358
	Traditional ACS – ASR 2* Address Service Requested Opt 2	606	459	608	359
	Traditional ACS – CSR 1* Change Service Requested Opt 1	613	460	614	360
	Traditional ACS – CSR 2* Change Service Requested Opt 2	616****	461****	618****	361****
Traditional ACS – RSR 2* Return Service Requested Opt 2	620	462	622	362	

- **New STIDs for Reply Mail by Mailer ID will be identifiable by either MID (new option) or by ZIP Code (current).**
  - **Use the MID in the IMb for your Origin IMb Tracing Courtesy Reply Mail, Business Reply Mail, and First-Class Reply Mail with Origin IMb Tracing**
  - **Allows a mailer to have Reply Mail with different addresses.**
  - **Reply Mail by ZIP will use existing STIDs**
  - **Activation of service 90 days after STID publication date**

### Miscellaneous

Class of Mail	Address Correction Option	Nonautomation w/o IMb Tracing™	Nonautomation with IMb Tracing	Full-Service w/o IMb Tracing	Full-Service with IMb Tracing
Priority Mail®	Priority Mail	710			
	Priority Mail Flat Rate	712			
Critical Mail	Critical Mail	<del>700</del>	<del>050</del>		
Reply Mail by ZIP	Courtesy Reply Mail	703 (700) <sup>3</sup>	050		
	Business Reply Mail	708	052		
	First-Class Reply Mail	701	051		
Reply Mail by MID	Courtesy Reply Mail	070	030		
	Business Reply Mail	072	032		
	First-Class Reply Mail	071	031		

<sup>3</sup> STID 700 may be used on printed envelopes currently in stock. When ordering new envelopes, mailers should transition to Courtesy Reply Mail (by ZIP) Service Type ID 703.

**\* Critical Mail is being eliminated.**

- ***Coming May 2016 for Parcel Shippers!***
- **IMpb ACS with Shipper Paid Forward / Return**
  - **Shipping Services File 1.7 or higher required.**
  - **Extra Service Code 451 must be included in the SSF detail record. The mail class and weight will be shared with ACS**
  - **ACS will share data with PTR to report status when parcel is processed as UAA**
  - **IMpb ACS w/SPS Technical Guide to be made available on RIBBS in March**

- **PARS 5.7 software installed in all PARS sites as of December 2015**
  - **Reduction in industry complaints regarding volume of Standard Mail incorrectly returned as First-Class Mail**
  
- **FPARS equipment has been deployed and installed at 17 sites, but is activated in the North TX P&DC only**
  - **Support for Flats PARS (FPARS) was included in the PARS 5.7 software release**
  - **Schedule activation in remaining sites is TBD**

## Historical RPW to UAA Trend

RPW Volume	UAA %		RPW Growth/ Decline	UAA Growth/ Decline
202,702,926	4.59%	<i><b>FY2008</b></i>	-1.25%	-4.27%
176,744,823	4.09%	<i><b>FY2009</b></i>	-12.81%	-22.35%
170,573,704	4.07%	<i><b>FY2010</b></i>	-3.49%	-3.88%
168,297,342	4.17%	<i><b>FY2011</b></i>	-1.33%	1.04%
159,858,854	4.23%	<i><b>FY2012</b></i>	-5.01%	-3.72%
158,384,271	4.28%	<i><b>FY2013</b></i>	-0.92%	0.37%
155,538,672	4.25%	<i><b>FY2014</b></i>	-1.80%	-2.49%
154,156,980	4.20%	<i><b>FY2015</b></i>	-0.89%	-2.09%
<b>Average Yearly Decline since 2008</b>			<b>-3.44%</b>	<b>-4.67%</b>

Over last 8 years, UAA has declined more than RPW by **36.0%**

**Discussion  
&  
Questions**