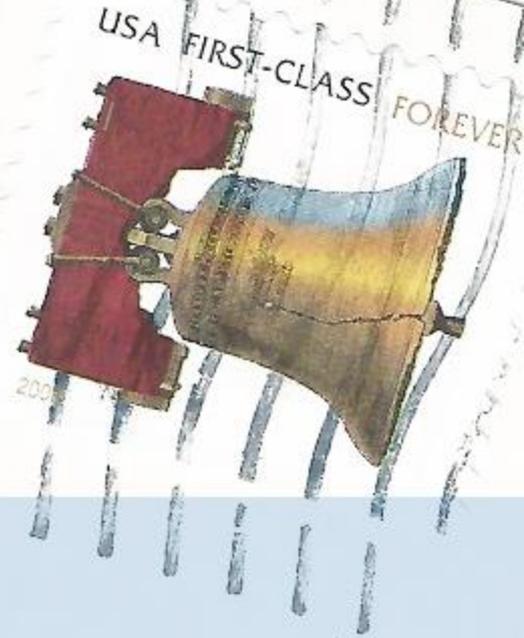


Enterprise Analytics MTAC



July 13, 2016

Address Management



Federal Register Notice

- Published July 1, 2016
 - <https://www.federalregister.gov/articles/2016/07/01/2016-15648/clarification-of-the-move-update-standard>
- Provides clarification to Move Update compliance requirements for:
 - MLNA – BCNO – Foreign Moves
 - NCOA^{Link}® Return Codes
 - Use of ACS Notifications for non-DPV confirmed addresses
 - COAs greater than 18-Months in age
 - Legal Restraint authorized mailers' use of exclusive MIDs in conjunction with Seamless Acceptance

Update

- NCSC provided SHA-256 format of “Link” products in January 2016 available for all licensees
- Approximately 25% of developers are now testing
- All systems must be transitioned to SHA-256 no later than **July 1, 2017**
- SHA-1 and SHA-256 products to run parallel during transition period
- No CASST™ certification required prior to vendor release or mailer use of SHA-256 products
 - Seamless transition to mailers

NCOALink®

- The 100 Unique Names & Addresses Rule is being evaluated Legal & Privacy
- Proposal to change minimum to 50 records

CASS™ Cycle-O Topics for Consideration

- New Types of Military Addresses
 - UMR – Unit Mail Room
 - OMC – Official Mail Center
- Door Not Accessible (DNA) & No Secure Location (NSL)
- SHA-256 Conversion
- Survey being developed to determine necessity and impacts of performing Cycle O

Significant Milestones

| | |
|--|----------------|
| Partners in Tomorrow Developers Meeting | September 2016 |
| Official Rules Release | November 2016 |
| Stage II Test Release | May 2017 |
| CASS Developers Certification Completed | December 2017 |
| MASS Manufacturers Certification Completed | January 2018 |
| Software Released to End-Users NLT | March 2018 |
| Implementation of CASS Cycle O | August 1, 2018 |

- IMpb ACS or Traditional ACS (with an IMpb) customers can see additional UAA tracking information for their parcels
- CFS/PARS events provide the date and time processed, the location of the CFS/PARS site, and the disposition of the parcel – Forwarded or Returned to Sender

Product & Tracking Information

| DATE & TIME | STATUS OF ITEM | LOCATION |
|---|--------------------------------------|---------------------------|
| April 29, 2016 , 8:52 am | Delivered, In/At Mailbox | WISCONSIN DELLS, WI 53965 |
| Your item was delivered in or at the mailbox at 8:52 am on April 29, 2016 in WISCONSIN DELLS, WI 53965. | | |
| April 29, 2016 , 7:43 am | Out for Delivery | WISCONSIN DELLS, WI 53965 |
| April 27, 2016 , 12:46 am | Arrived at USPS Destination Facility | PHOENIX, AZ 85043 |
| April 26, 2016 , 5:08 pm | Forward Processed | PHOENIX, AZ 85034 |
| April 25, 2016 , 10:36 am | Forwarded | SUN CITY WEST, AZ |
| April 19, 2016 , 9:23 am | Notice Left | SUN CITY WEST, AZ 85375 |
| April 19, 2016 , 8:50 am | Out for Delivery | SUN CITY WEST, AZ 85375 |

CFS/PARS Scan

Delivery Unit Scans

Product & Tracking Information

| DATE & TIME | STATUS OF ITEM | LOCATION |
|--|--------------------------------------|------------------------|
| May 21, 2016 , 4:45 am | Departed USPS Facility | CHICAGO METRO HUB |
| Your item departed our USPS facility in CHICAGO METRO HUB on May 21, 2016 at 4:45 am. The item is currently in transit to the destination. | | |
| May 21, 2016 , 3:42 am | Arrived at USPS Facility | CAROL STREAM, IL 60199 |
| May 20, 2016 , 10:55 pm | Arrived at USPS Facility | CHICAGO METRO HUB |
| May 19, 2016 , 5:35 pm | Arrived at USPS Destination Facility | PHOENIX, AZ 85042 |
| May 19, 2016 , 11:22 am | Return to Sender Processed | PHOENIX, AZ 85034 |
| May 12, 2016 , 11:31 am | Forwarded | ALBUQUERQUE, NM |
| May 11, 2016 , 9:23 am | Undeliverable as Addressed | ALBUQUERQUE, NM 87111 |

CFS/PARS Scan

Delivery Unit Scans

- Parcels endorsed Change Service Requested that are treated as “Waste” are not reported in PTR at this time.
- Waste parcels will be included once the proper wording for display on PTR is determined
- UAA process reporting will soon expand to include all UAA parcels with an IMpb (not just ACS participants).

Improvements in Address Quality Methodologies and ACS Best Practices

- Work Group extended to 8/31/2016
- The Final DRAFT of the updated MTAC WG 97 Best Practices in Address Quality document is complete
- Review of the AMEE White Paper on ACS is complete and a draft with all recommended changes is in progress
- A new name for the AMEE White Paper has yet to be determined

Improving Accuracy & Use of UAA Reason Codes

- Recommended the creation and distribution of an internal communication “blitz” regarding UAA reasons and their appropriate use/meaning
- The informational video for USPS TV and matching screen savers to be released in Sept/Oct 2016
- An “UAA Dashboard” for USPS Management to view UAA statistics by UAA Reason down to the Delivery Units, ZIP Codes, and Carrier Routes. Reporting will include incidents of conflicting UAA Nixie notices:
 - Addressing issue UAA reasons for mail with a valid DPV
 - ✓ (N - No Such Number/Street, I-Insufficient Address)
 - High ratio of “Q - Unable to Forward” to other Nixie Reasons
 - ✓ (potential ‘batching’ of UAA or mail prep/processing issues)
 - Multiple UAA notices from a single delivery point
 - ✓ (potential ‘Moved Left No Address’ or ‘Box Closed No Order’)

Exploring Solutions for UAA Mail from Higher Education

- Mail for students leaving college each year must be redirected by the schools
- Forces mail into the manual processing stream
- The mailing industry does not have access to the address correction information, except through returned mail or contact with the student
- First Step: Completed
 - Sample addresses from 5 participating schools have been evaluated for address standardization and DPV confirmation
- Next Step:
 - Explore options to reduce the UAA mail by providing change-of-address information to mailers
 - The College & University addresses MUST DPV confirm for this to be successful

Monthly Statistics by UAA Reason are available on RIBBS



The screenshot shows the RIBBS website interface. At the top, there is a navigation bar with the USPS logo and the text "National Customer Support Center". Below this is a search bar and a menu with links: Home, Site Index A-Z, Site Index by Topic, Locators/ Lookups, Document Locator, and Contact Us. The main content area is titled "UAA Mail" and features a sidebar on the left with various service links. The main text describes the "UAA Mail Study" and provides a list of "Important Links" for monthly statistics by UAA Reason, with the link for the most recent data circled in red. To the right, there is a section for "IMPORTANT UPDATES" with a list of upcoming 2016 releases.

UAA Mail

[Printable View](#) [RSS](#)

Important Links

- [**NEW** Monthly Statistics by UAA Reason](#)
- [UAA Mail Roll-Up 1998-2015](#)
- [FY2004](#)
- [FY2008](#)
- [FY2009](#)
- [FY2010](#)
- [FY2011](#)
- [FY2012](#)
- [FY2013](#)

IMPORTANT UPDATES [RSS](#)

Upcoming 2016 Releases

- [April 2016 Release Overview](#)
- [April 2016 Release Notes](#)
- [Market Dominant Pricing Files](#)
- [Click here for weekly Incorrect Scanner Configuration Report](#)
- [Click here for 2015 Network Consolidations](#)

<https://ribbs.usps.gov/uaamail> *Current and*

MAR 2016 Nixie Volume

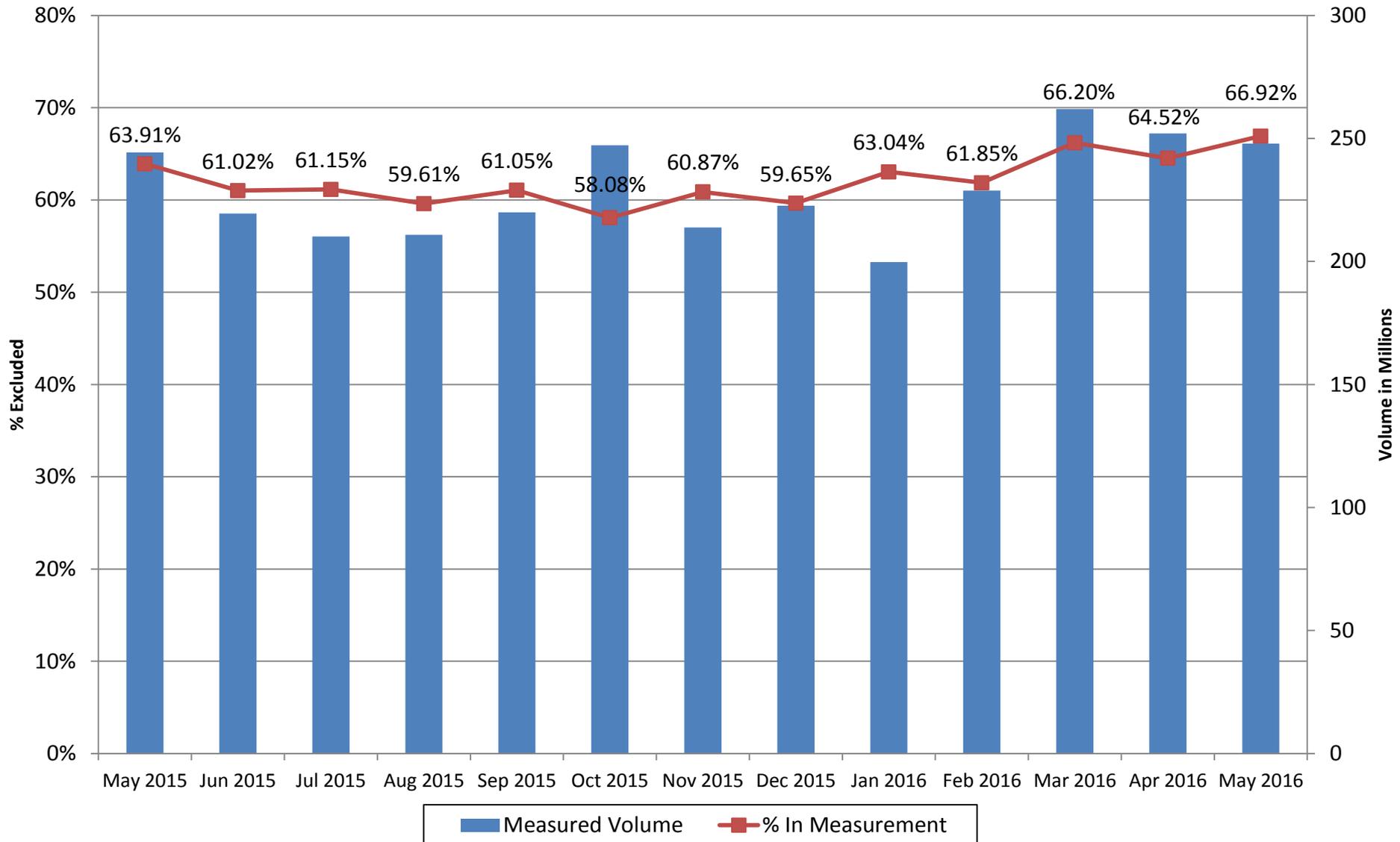
| Nixie Code | Nixie Description | Spaces (no routing information) | % Spaces | 5 Digit Only (blank +4) | % 5 Digit | 9 Digit Only (No DPBC) | % 9 Digit | 11 digit only (full barcode) | % Complete Barcode | Total | % |
|------------|--|---------------------------------|----------|-------------------------|-----------|------------------------|-----------|------------------------------|--------------------|------------|--------|
| A | Attempted, not known | 143,429 | 2.02% | 231,969 | 3.26% | 17,278 | 0.24% | 6,713,867 | 94.47% | 7,106,610 | 21.40% |
| E | In Dispute | 56 | 0.38% | 1,012 | 6.83% | 32 | 0.22% | 13,708 | 92.57% | 14,809 | 0.05% |
| I | Insufficient address | 80,965 | 2.79% | 357,579 | 12.34% | 7,013 | 0.24% | 2,452,694 | 84.62% | 2,898,389 | 8.73% |
| L | Illegible | 284 | 1.88% | 961 | 6.37% | 49 | 0.33% | 13,801 | 91.43% | 15,095 | 0.05% |
| M | No mail receptacle | 23,315 | 2.38% | 259,409 | 26.47% | 3,229 | 0.33% | 693,873 | 70.81% | 979,855 | 2.95% |
| N | No such number | 41,640 | 3.20% | 638,413 | 49.02% | 7,992 | 0.61% | 614,146 | 47.16% | 1,302,263 | 3.92% |
| P | Deceased | 10,596 | 13.80% | 995 | 1.30% | 76 | 0.10% | 65,135 | 84.81% | 76,803 | 0.23% |
| Q | Not deliverable as addressed/unable to | 450,070 | 2.75% | 614,635 | 3.75% | 55,914 | 0.34% | 15,276,033 | 93.16% | 16,396,893 | 49.38% |
| R | Refused | 75,068 | 23.27% | 9,161 | 2.84% | 583 | 0.18% | 237,731 | 73.71% | 322,545 | 0.97% |
| S | No such street | 18,104 | 4.75% | 228,984 | 60.04% | 1,590 | 0.42% | 132,703 | 34.79% | 381,418 | 1.15% |
| U | Unclaimed | 14,956 | 2.35% | 21,870 | 3.43% | 4,758 | 0.75% | 596,319 | 93.48% | 637,912 | 1.92% |
| V | Vacant | 26,952 | 0.88% | 42,759 | 1.39% | 2,438 | 0.08% | 3,003,507 | 97.65% | 3,075,667 | 9.26% |
| Total | | 885,435 | 2.67% | 2,407,747 | 7.25% | 100,952 | 0.30% | 29,813,517 | 89.78% | 33,208,259 | 100% |

- Report is the same format used by MTAC WG 171 to study the UAA Reason Accuracy and Use
- Breakdown by ZIP Code depth of sort in the barcode
- UAA statistics reporting by industry is in progress

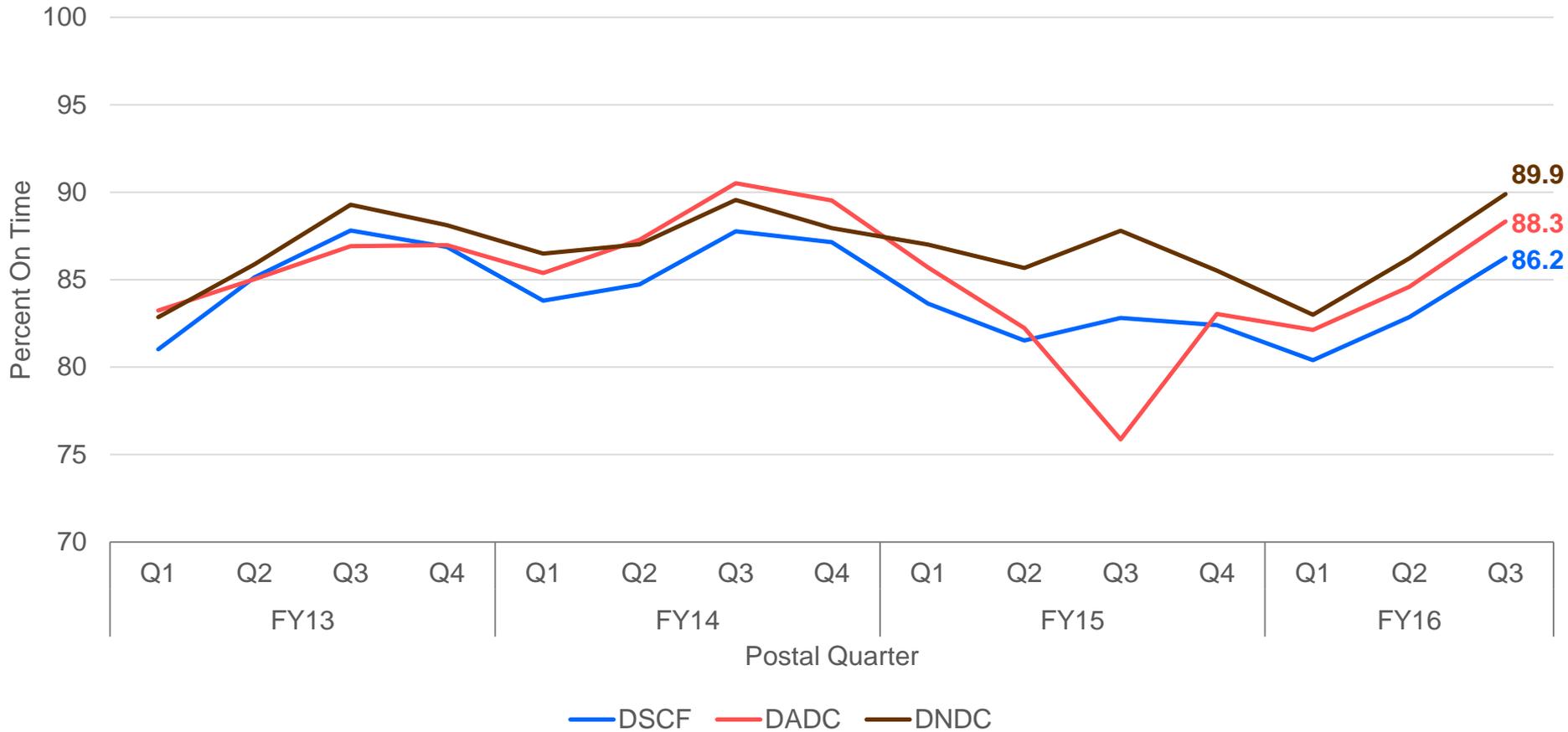
| 11 digit matching to High-rise Default | % High-Rise Default | Full Barcode was all 0's | % of 11 digits All 0's | Full Barcode was all 9's | % of 11 digits All 9's |
|--|---------------------|--------------------------|------------------------|--------------------------|------------------------|
| 879,179 | 13.10% | 26 | 0.00% | 25 | 0.00% |
| 1,591 | 11.61% | - | 0.00% | - | 0.00% |
| 1,715,561 | 69.95% | 27 | 0.00% | 80 | 0.00% |
| 1,759 | 12.75% | - | 0.00% | - | 0.00% |
| 36,125 | 5.21% | 11 | 0.00% | 4 | 0.00% |
| 137,040 | 22.31% | 23 | 0.00% | 8 | 0.00% |
| 2,062 | 3.17% | - | 0.00% | - | 0.00% |
| 1,510,711 | 9.89% | 79 | 0.00% | 117 | 0.00% |
| 18,465 | 7.77% | - | 0.00% | 1 | 0.00% |
| 19,434 | 14.65% | 8 | 0.01% | 13 | 0.01% |
| 66,743 | 11.19% | - | 0.00% | 1 | 0.00% |
| 121,857 | 4.06% | 7 | 0.00% | 2 | 0.00% |
| 4,510,527 | 15.13% | 181 | 0.00% | 251 | 0.00% |

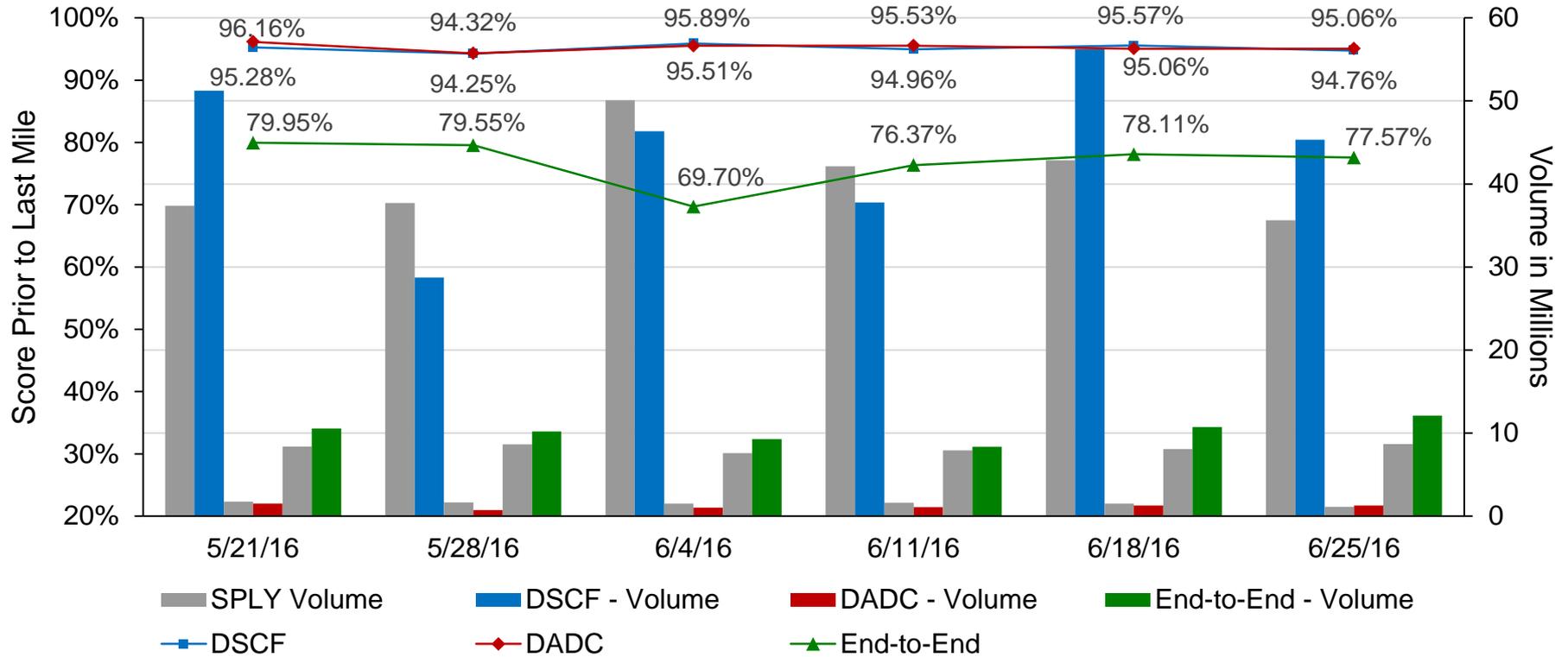
Periodicals Flats





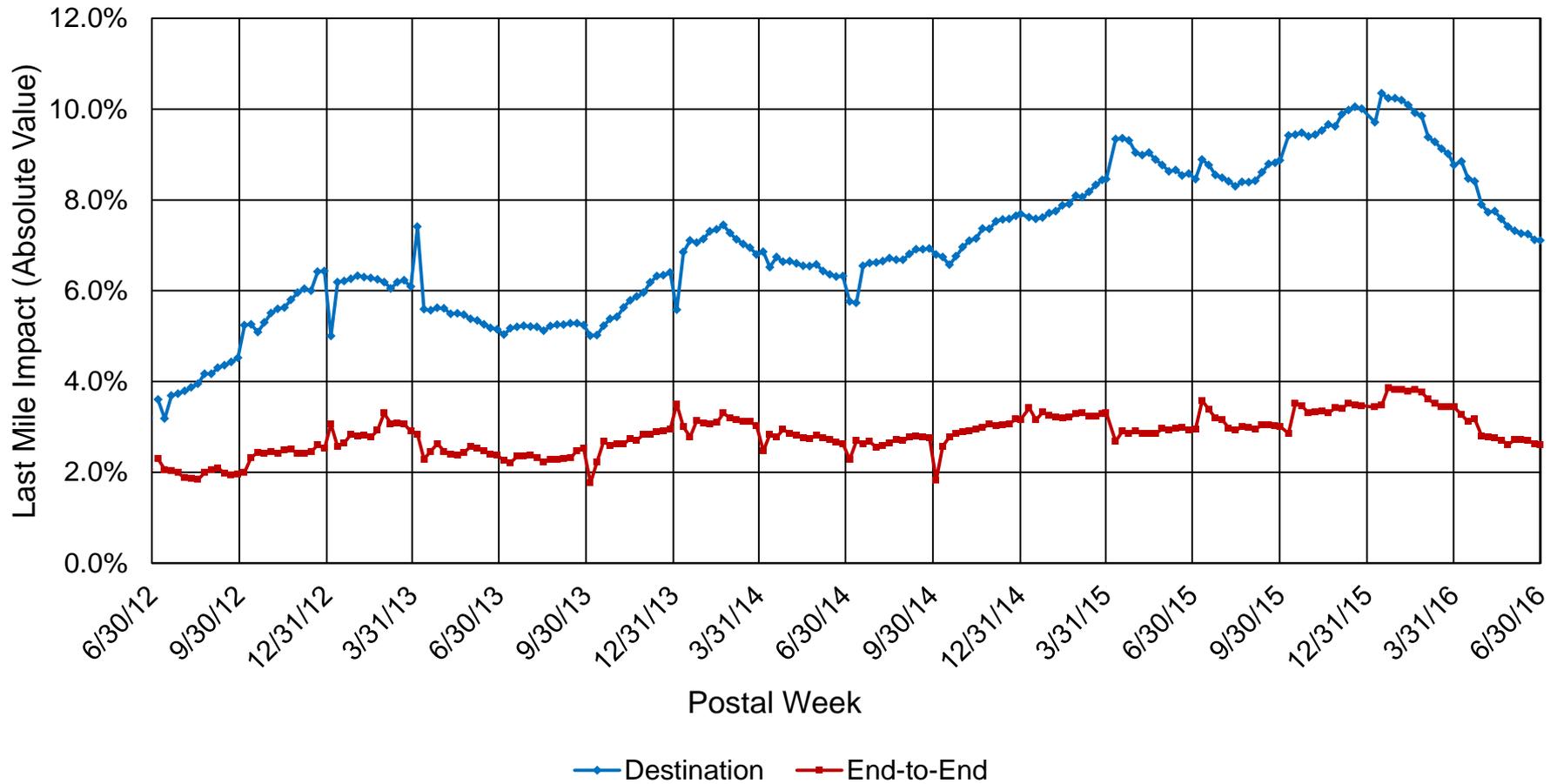
Destination Entry IMb™ Periodicals FY13 thru FY16 Performance By Quarter



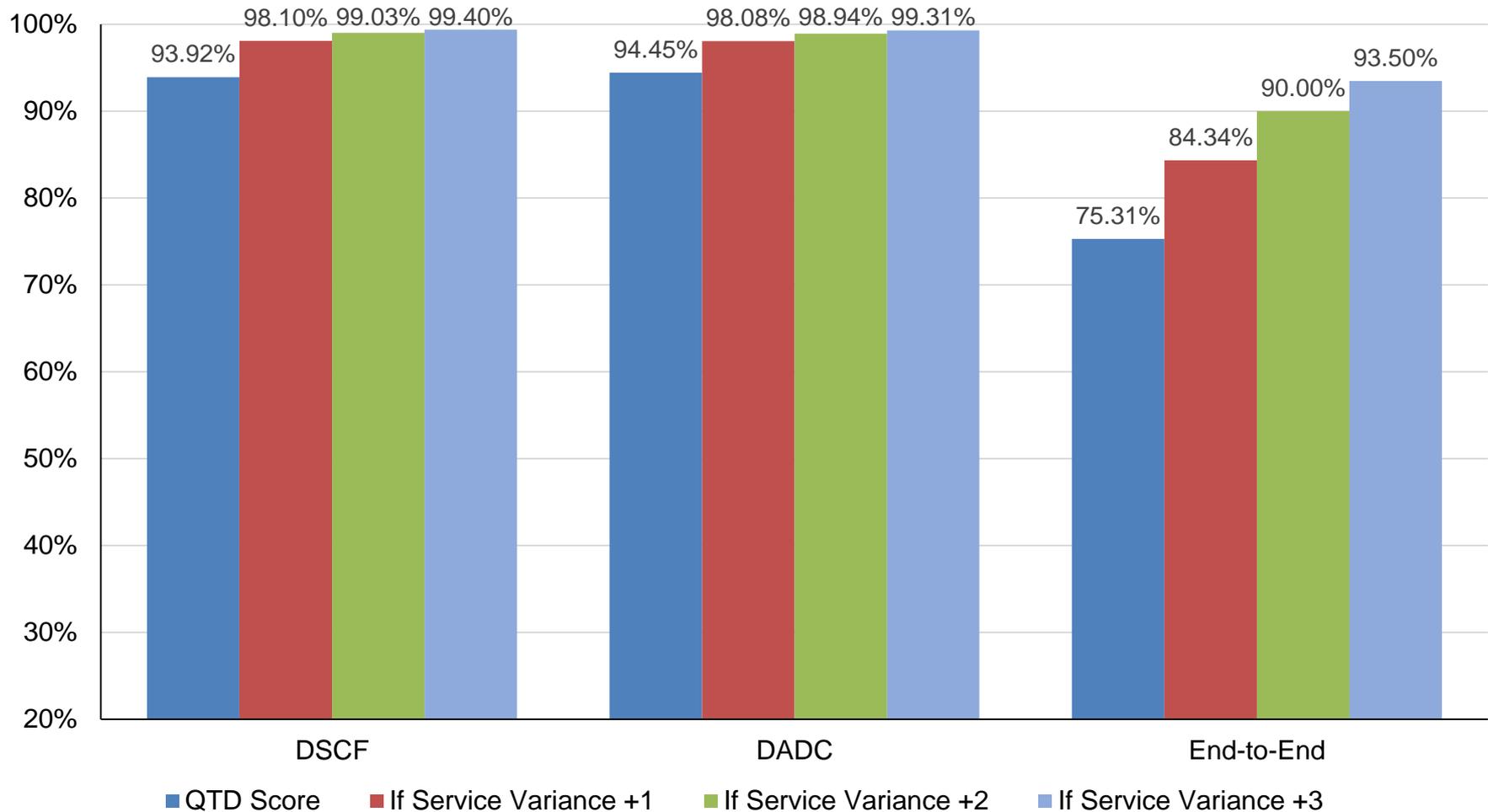


| Q3 TD | Total Pieces Measured | Processing On-Time | Last Mile Impact | Overall Score | Target Score | SPLY Pieces Measured | Volume Change | SPLY Overall QTD Score | SPLY Change |
|--------------|-----------------------|--------------------|------------------|---------------|---------------|----------------------|---------------|------------------------|--------------|
| SCF Flats | 600,126,229 | 93.92% | -7.20% | 86.72% | 91.00% | 571,031,207 | 5.10% | 82.82% | 3.90% |
| ADC Flats | 15,911,794 | 94.45% | -5.82% | 88.63% | 91.00% | 27,696,410 | -42.55% | 75.87% | 12.76% |
| E2E Flats | 130,499,069 | 75.31% | -2.61% | 72.70% | 91.00% | 101,065,337 | 29.12% | 63.22% | 9.48% |
| Total | 746,537,092 | | | 83.69% | 91.00% | 699,792,954 | 6.68% | 78.35% | 5.34% |

Last Mile Impact Trend



QTD DSCF and DADC Periodicals scores would be above 98.08% (prior to last mile), if pieces that failed by 1 day passed



Note: Service performance results before Last Mile

Continued Transparency on Service Performance

USPS.com Performance Trends

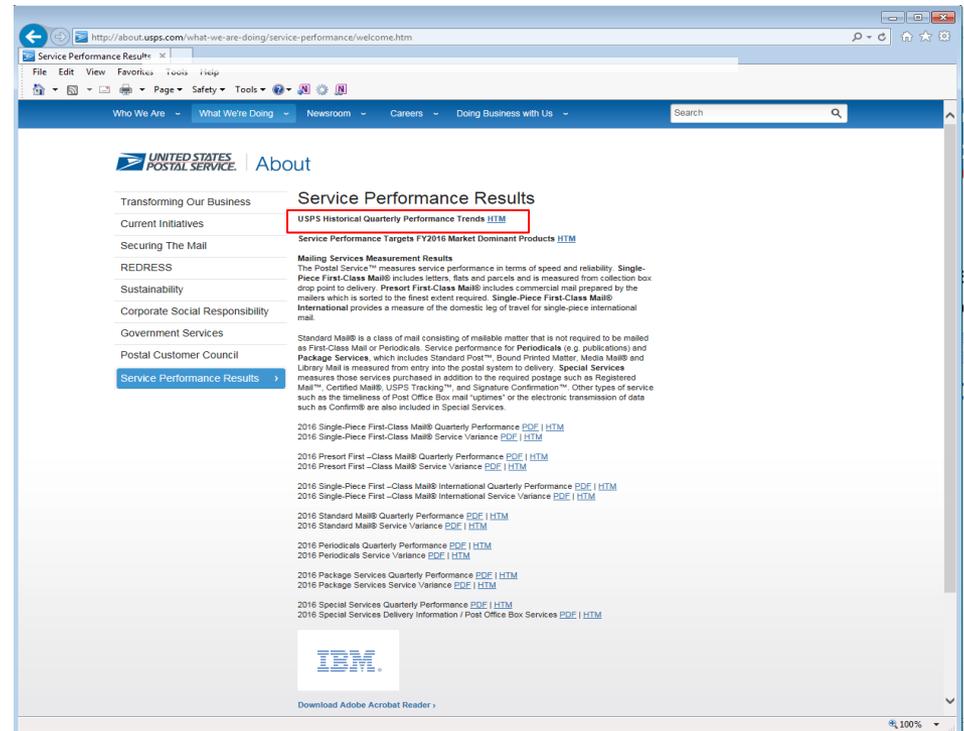
USPS is committed to transparency and to report service performance scores which are easily accessible and readily available

- The new USPS.com Historical Quarterly Performance Trends web report provides easy access to historical service performance results
- The report allows stakeholders to put current performance in context by visualizing data in trend charts
- The user can select mail class, geography of interest, and desired time period, for display in trend or table format

Location on USPS.com

The Historical Quarterly Performance Trends will be available through the existing portal on about.usps.com

- Hyperlink has been created for the new Historical Quarterly Performance Trends web report

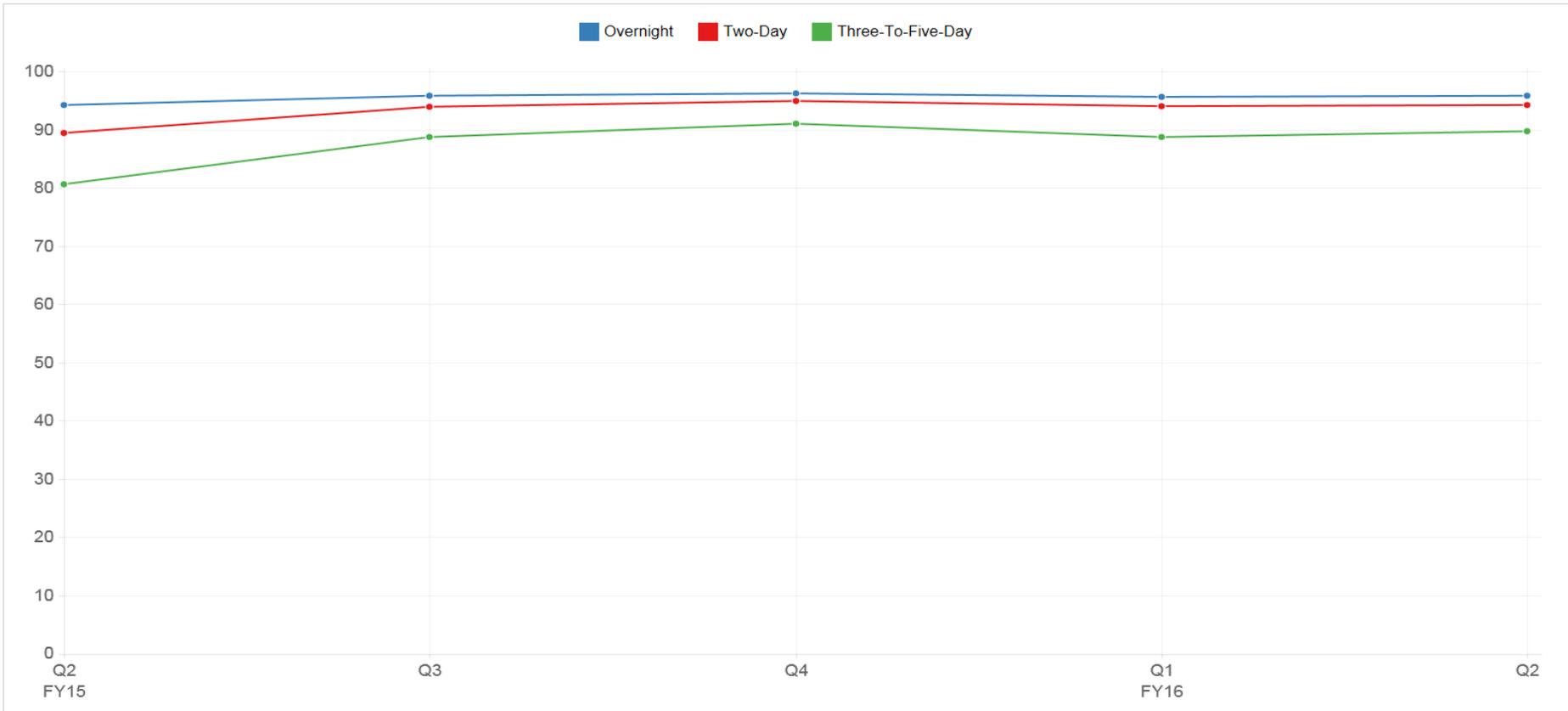


- Link to current page:
<http://about.usps.com/what-we-are-doing/service-performance/welcome.htm>

Trend Format

| | | | |
|--|------------------------------|---|--|
| Trends Display Mode <input checked="" type="radio"/> Chart <input type="radio"/> Table | | Mail Class Presort First-Class Mail® | Geography Nation |
| Start Period FY15 Q2 | End Period FY16 Q2 | Data Series <input checked="" type="checkbox"/> Overnight <input checked="" type="checkbox"/> Two-Day <input checked="" type="checkbox"/> Three-To-Five-Day | Performance Targets <input checked="" type="radio"/> Hide <input type="radio"/> Show |

Presort First-Class Mail®
Nation On-Time Performance from FY15 Q2 through FY16 Q2



¹ Presort First-Class™ Parcels were categorized as a competitive product as of October 3, 2011, and are no longer included in Presort First-Class Mail® scores.

Table Format

| | | | |
|--|------------------------------|---|--|
| Trends Display Mode <input type="radio"/> Chart <input checked="" type="radio"/> Table | | Mail Class Presort First-Class Mail® | Geography Nation |
| Start Period FY15 Q2 | End Period FY16 Q2 | Data Series <input checked="" type="checkbox"/> Overnight <input checked="" type="checkbox"/> Two-Day <input checked="" type="checkbox"/> Three-To-Five-Day | Performance Targets <input checked="" type="radio"/> Hide <input type="radio"/> Show |

Presort First-Class Mail®
Nation On-Time Performance from FY15 Q2 through FY16 Q2

| Period ▼ | Overnight ▲ | Two-Day ▲ | Three-To-Five-Day ▲ |
|----------|-------------|-----------|---------------------|
| FY16 Q2 | 95.8 | 94.2 | 89.7 |
| FY16 Q1 | 95.6 | 94.0 | 88.7 |
| FY15 Q4 | 96.2 | 94.9 | 91.0 |
| FY15 Q3 | 95.8 | 93.9 | 88.7 |
| FY15 Q2 | 94.2 | 89.4 | 80.6 |

¹ Presort First-Class™ Parcels were categorized as a competitive product as of October 3, 2011, and are no longer included in Presort First-Class Mail® scores.

Informed Visibility

Mail Tracking & Reporting

Program Status

Extending release timelines

Addressing system performance discovered during high-availability testing

Incorporating Logical Delivery Events into first Release

In June, notified existing IMb Tracing and *PostalOne!* customers about the upcoming migration to IV™

Established IV Help Desk (former IMb Tracing Help Desk)

Meeting weekly with MTAC User Group 4

See [IV RIBBS website](#) for latest information on the IV Program

Release 1-3

Release 1

- Migrate IMb Tracing and *PostalOne!* container and handling unit visibility to IV
- Container, handling unit, bundle, and piece automation visibility
- Company address book management
- Flexible data delegation
- Flexible data provisioning and Web-enabled mail tracking Phase 1
- Logical delivery events

Release 2

- Assumed handling events
- Bundle visibility enhancements
- Roles and permissions management

Release 3

- Migrate Start-the-Clock visibility from *PostalOne!* to IV
- Start-the-Clock visibility
- Flexible data provisioning and Web-enabled mail tracking Phase 2

MTAC User Group 4 for Informed Visibility

- Meets weekly, Wednesdays from 12:30-1:30 PM (ET)
- Open to all Users
- Forum to discuss IV features for mailers

MTAC User Group 4 is an open forum for representatives from USPS and the mailing industry to discuss mail visibility and its future with Informed Visibility.

We have established a great dialogue with the MTAC UG4 and we encourage more industry members to join the discussion. Contact us to become a member.



Join the MTAC UG4 discussions!

- Send a request to IVFeedback@usps.gov to join the group.

Visit the Informed Visibility RIBBS webpage to learn more.

https://ribbs.usps.gov/index.cfm?page=informed_visibility

IV

Last Mile vs. Legacy

Monthly Last Mile Sampled Pieces by Sampling Group FY16 Q2 and Q3 through 6/25/16

| Month | Mail Class/Product/Shape | IV Sampled Pieces | Current System Reporter Volume (IMAPS/EXFC) ¹ |
|--------------|--------------------------|-------------------|--|
| January | FCM Flats ² | 2,853 | 11,664 |
| February | FCM Flats ² | 22,656 | 12,681 |
| March | FCM Flats ² | 114,870 | 12,316 |
| April | FCM Flats ² | 70,530 | 12,305 |
| May | FCM Flats ² | 89,951 | 12,118 |
| June to date | FCM Flats ² | 58,818 | 9,455 |
| January | Periodicals | 22,183 | 27,897 |
| February | Periodicals | 226,805 | 31,803 |
| March | Periodicals | 452,481 | 35,156 |
| April | Periodicals | 194,367 | 36,146 |
| May | Periodicals | 246,044 | 34,835 |
| June to date | Periodicals | 169,702 | 28,962 |

1. IMAPS and EXFC systems are designed to produce statistically reliable results on a quarterly basis. IV First and Last Mile performance calculations are designed to occur at a more granular, daily level.
2. FCM Flats pieces for current systems are the sum of reporter pieces for IMAPS and EXFC.

Monthly Last Mile Sampled Pieces by Sampling Group FY16 Q2 and Q3 through 6/25/16

| Month | Mail Class/Product/Shape | IV Sampled Pieces | Current System Reporter Volume (IMAPS/EXFC) ¹ |
|--------------|--|-------------------|--|
| January | PFCM Letters/Cards | 413,655 | 188,531 |
| February | PFCM Letters/Cards | 2,663,845 | 177,047 |
| March | PFCM Letters/Cards | 4,023,823 | 165,810 |
| April | PFCM Letters/Cards | 1,579,754 | 169,979 |
| May | PFCM Letters/Cards | 1,998,842 | 160,294 |
| June to date | PFCM Letters/Cards | 1,310,110 | 126,167 |
| January | SPFC Remittance Letters/Cards ² | 265 | N/A |
| February | SPFC Remittance Letters/Cards ² | 2,461 | N/A |
| March | SPFC Remittance Letters/Cards ² | 4,914 | N/A |
| April | SPFC Remittance Letters/Cards ² | 1,896 | N/A |
| May | SPFC Remittance Letters/Cards ² | 3,048 | N/A |
| June to date | SPFC Remittance Letters/Cards ² | 3,112 | N/A |

1. IMAPS and EXFC systems are designed to produce statistically reliable results on a quarterly basis. IV First and Last Mile performance calculations are designed to occur at a more granular, daily level.
2. The EXFC test mail sample does not encompass SPFC remittance letters/cards.

Monthly Last Mile Sampled Pieces by Sampling Group FY16 Q2 and Q3 through 6/25/16

| Month | Mail Class/Product/Shape | IV Sampled Pieces | Current System Reporter Volume (IMAPS/EXFC) ¹ |
|--------------|-----------------------------------|-------------------|--|
| January | SPFC Non-Remittance Letters/Cards | 222,916 | 179,275 |
| February | SPFC Non-Remittance Letters/Cards | 1,263,216 | 178,868 |
| March | SPFC Non-Remittance Letters/Cards | 2,249,550 | 183,845 |
| April | SPFC Non-Remittance Letters/Cards | 816,528 | 183,424 |
| May | SPFC Non-Remittance Letters/Cards | 1,130,189 | 180,820 |
| June to date | SPFC Non-Remittance Letters/Cards | 850,517 | 144,125 |
| January | Standard Mail Flats and BPM Flats | 81,839 | 74,410 |
| February | Standard Mail Flats and BPM Flats | 783,996 | 78,376 |
| March | Standard Mail Flats and BPM Flats | 1,677,856 | 93,206 |
| April | Standard Mail Flats and BPM Flats | 650,570 | 80,834 |
| May | Standard Mail Flats and BPM Flats | 751,210 | 76,960 |
| June to date | Standard Mail Flats and BPM Flats | 490,649 | 53,269 |

1. IMAPS and EXFC systems are designed to produce statistically reliable results on a quarterly basis. IV First and Last Mile performance calculations are designed to occur at a more granular, daily level.

Monthly Last Mile Sampled Pieces by Sampling Group FY16 Q2 and Q3 through 6/25/16

| Month | Mail Class/Product/Shape | IV Sampled Pieces | Current System Reporter Volume (IMAPS/EXFC) ¹ |
|--------------|-----------------------------|-------------------|--|
| January | Standard Mail Letters/Cards | 482,855 | 309,218 |
| February | Standard Mail Letters/Cards | 3,505,321 | 314,485 |
| March | Standard Mail Letters/Cards | 6,139,575 | 355,498 |
| April | Standard Mail Letters/Cards | 2,294,391 | 316,723 |
| May | Standard Mail Letters/Cards | 2,803,350 | 317,006 |
| June to date | Standard Mail Letters/Cards | 2,070,490 | 254,862 |

1. IMAPS and EXFC systems are designed to produce statistically reliable results on a quarterly basis. IV First and Last Mile performance calculations are designed to occur at a more granular, daily level.

Monthly First Mile Sampled Pieces by Sampling Group FY16 Q2 and Q3 through 6/25/16

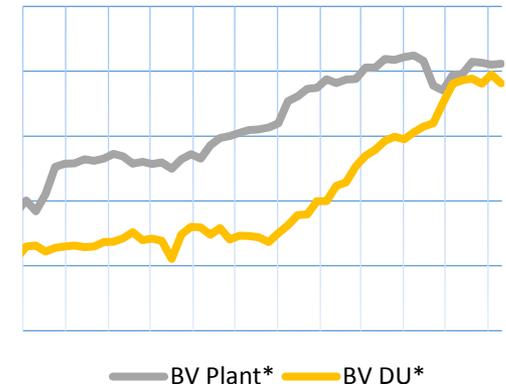
| Month | Mail Class/Product/Shape | IV Sampled Pieces | Current System Reporter Volume (EXFC) ¹ |
|--------------|--------------------------|-------------------|--|
| January | SPFC Letters/Cards | 114,949 | 179,275 |
| February | SPFC Letters/Cards | 345,354 | 178,868 |
| March | SPFC Letters/Cards | 660,962 | 183,845 |
| April | SPFC Letters/Cards | 566,314 | 183,424 |
| May | SPFC Letters/Cards | 589,725 | 180,820 |
| June to date | SPFC Letters/Cards | 321,576 | 144,125 |
| January | SPFC Flats | 1,198 | 9,381 |
| February | SPFC Flats | 3,642 | 9,581 |
| March | SPFC Flats | 6,808 | 10,108 |
| April | SPFC Flats | 6,485 | 9,843 |
| May | SPFC Flats | 6,553 | 9,778 |
| June to date | SPFC Flats | 4,451 | 7,810 |

1. The EXFC system is designed to produce statistically reliable results on a quarterly basis for SPFC letters, cards, and flats combined. EXFC flats are not intended to be reported as a stand-alone metric. IV First and Last Mile performance calculations are designed to occur at a more granular, daily level.

Periodicals Bundle Visibility



- Implemented nationwide in March 2015
- Actively improving performance through:
 - Collaboration with HQ Operations, Area/Field
 - Creation and Promotion of Standard Operating Procedures and Service Talks
 - Development and implementation of implemented Kaisens – continuous process improvement
 - Weekly/monthly Area Meetings –driving the message home
- Pilot of provisioning FS Bundle Visibility Data (Time Inc. – People Magazine)



- Since Peak Season averaging weekly, approximately:

80%

and

5 million

bundles nested per week
(Plants)

70%

and

3+ million

bundles distributed
(DUs)

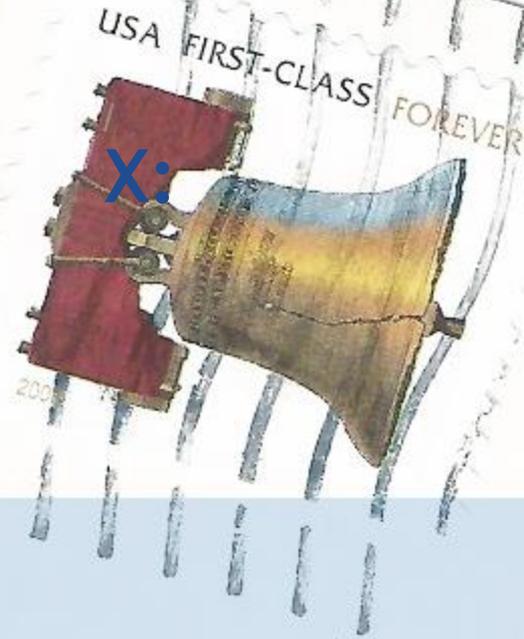
**Discussion
&
Questions**

Enterprise Analytics MTAC

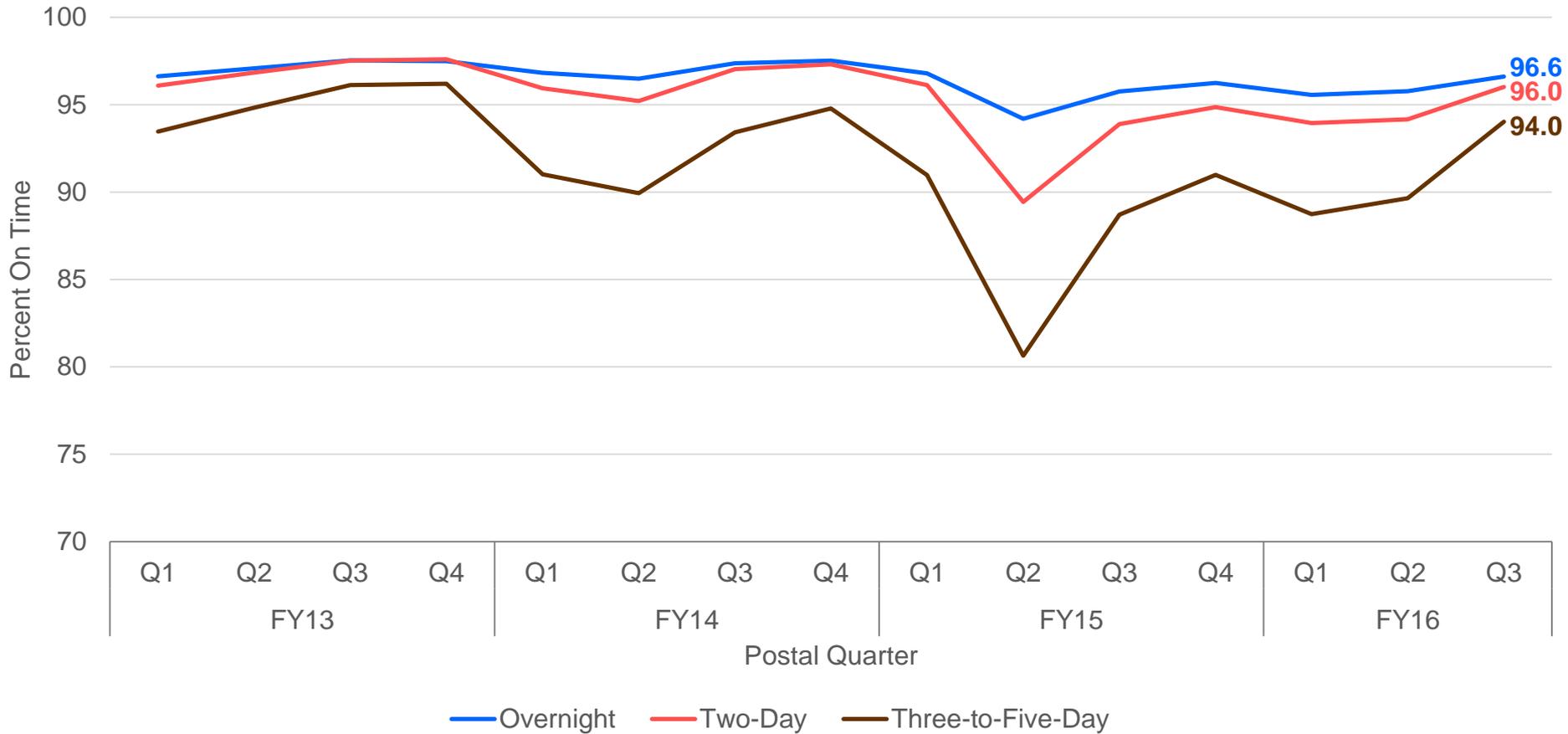


July 13, 2016

First-Class Mail

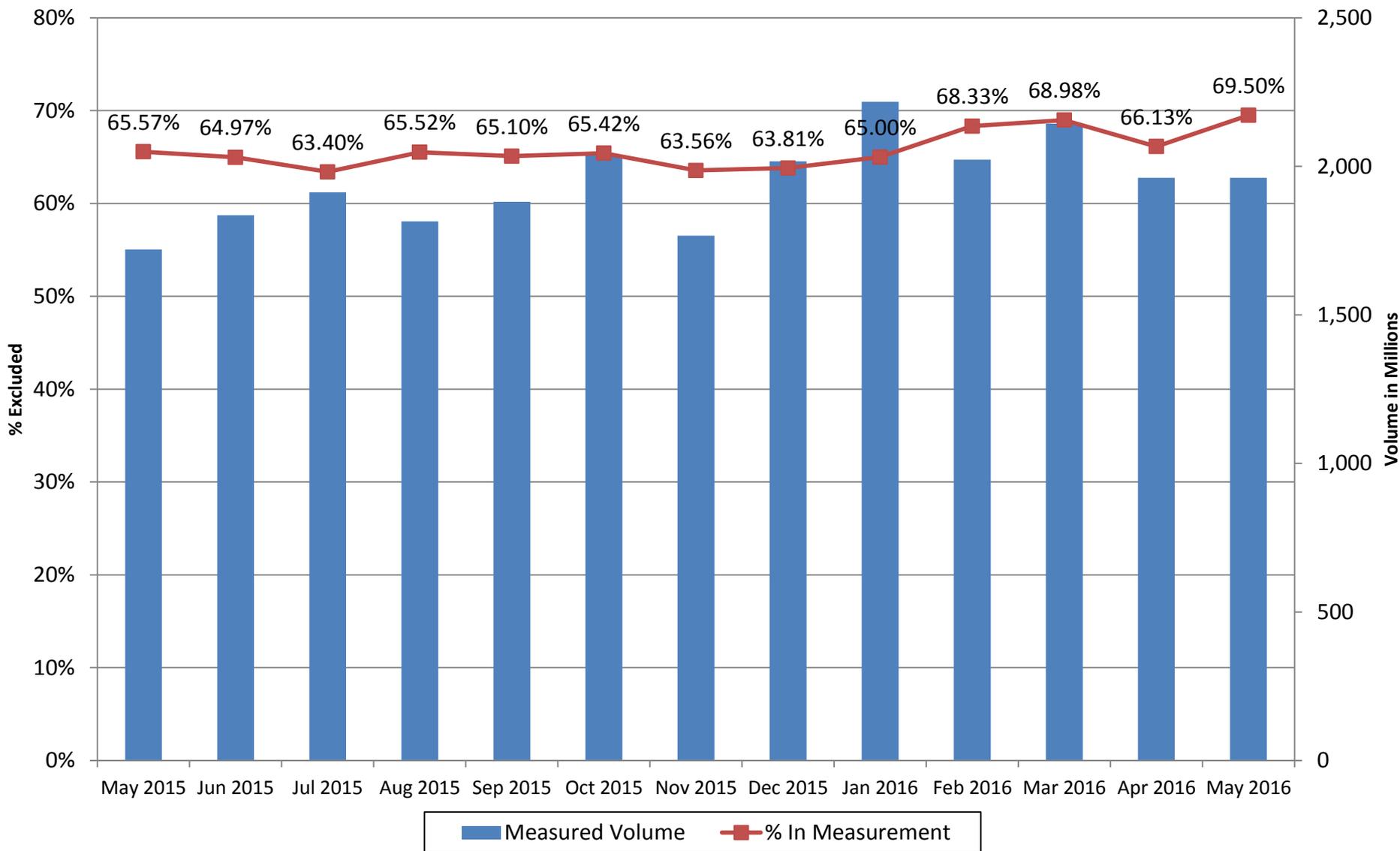


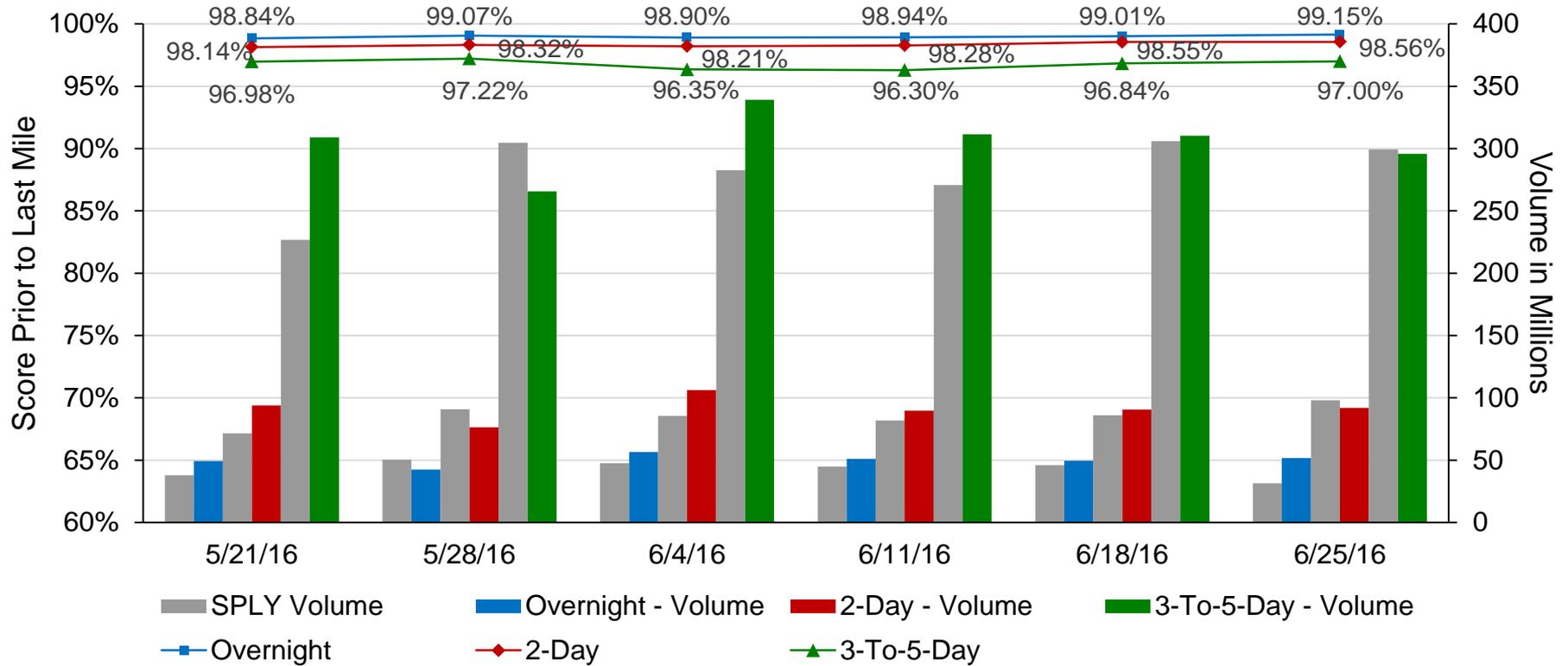
Commercial First-Class Mail® FY13 thru FY16 Performance By Quarter



• FY16 Q2 through 06/10/16

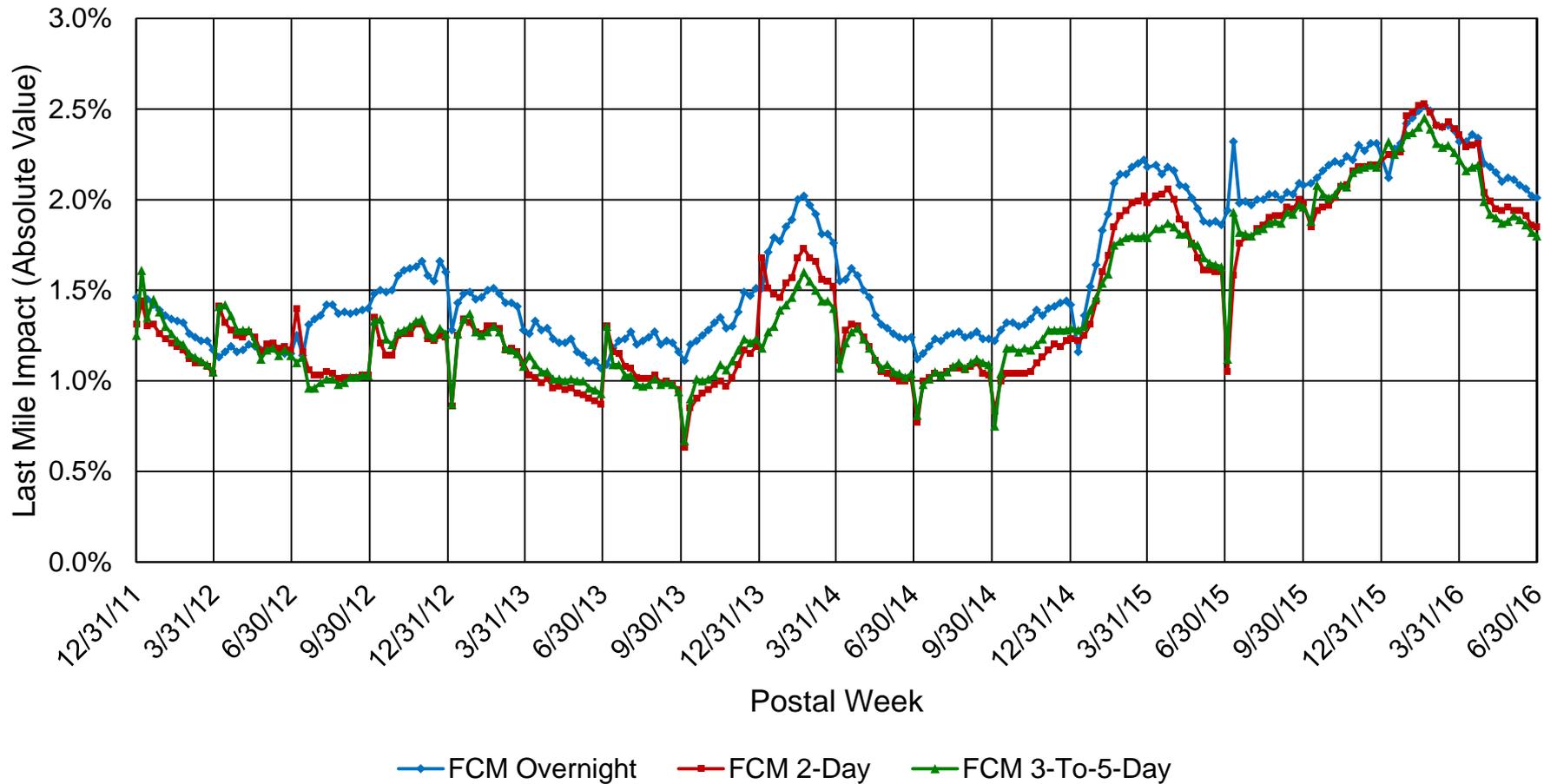
First-Class Mail Letters



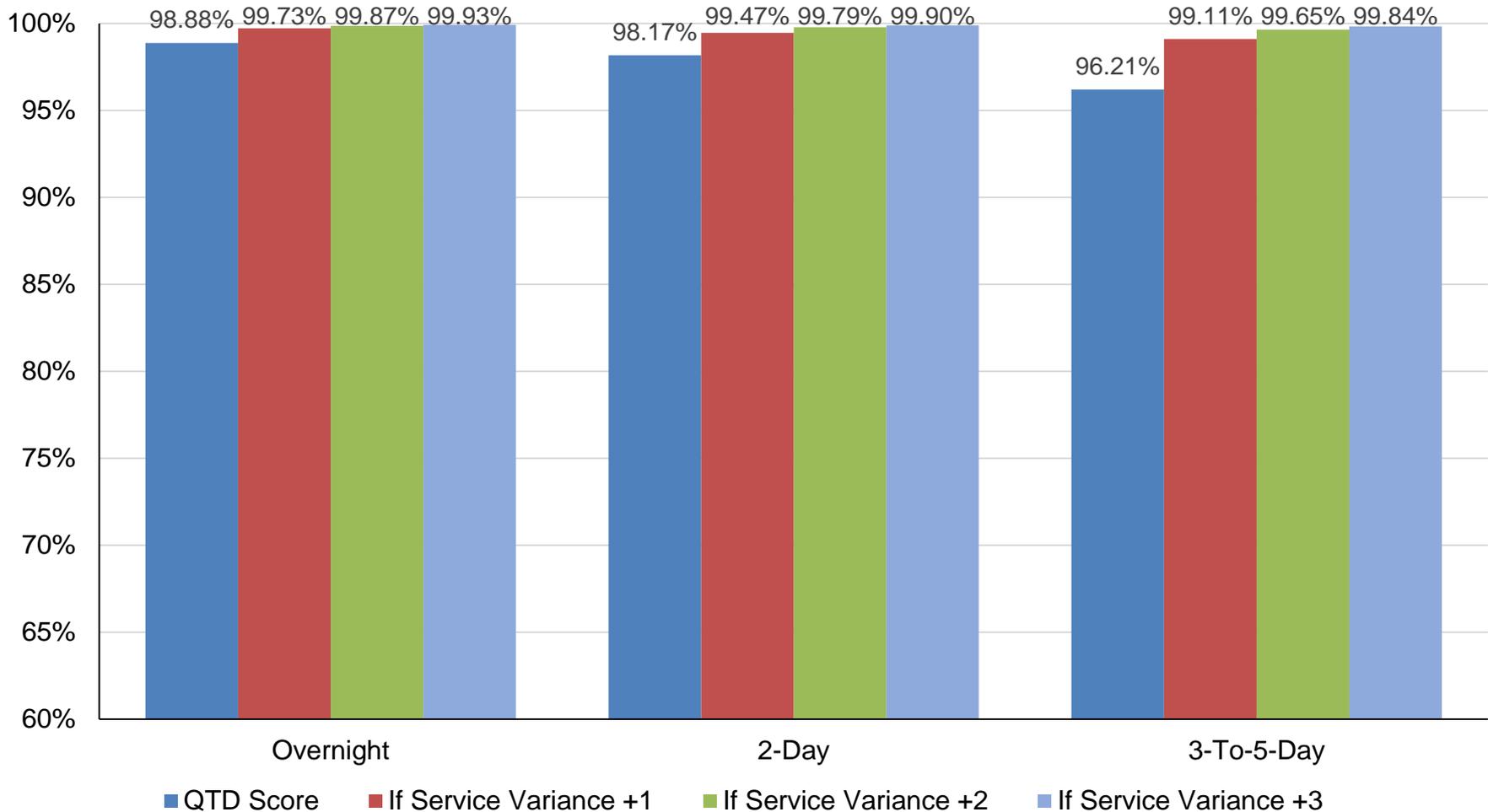


| Q3 TD | Total Pieces Measured | Processing On-Time | Last Mile Impact | Overall Score | Target Score | SPLY Pieces Measured | Volume Change | SPLY Overall QTD Score | SPLY Change |
|--------------|-----------------------|--------------------|------------------|---------------|---------------|----------------------|---------------|------------------------|--------------|
| Overnight | 666,480,026 | 98.88% | -2.01% | 96.87% | 96.80% | 617,069,140 | 8.01% | 95.98% | 0.89% |
| 2-Day | 1,218,844,104 | 98.17% | -1.85% | 96.32% | 96.50% | 1,120,660,807 | 8.76% | 94.15% | 2.17% |
| 3-to-5-Day | 4,049,681,829 | 96.21% | -1.80% | 94.41% | 95.25% | 3,695,760,553 | 9.58% | 88.97% | 5.44% |
| Total | 5,935,005,959 | | | 95.08% | 96.00% | 5,433,490,500 | 9.23% | 90.83% | 4.25% |

Last Mile Impact Trend

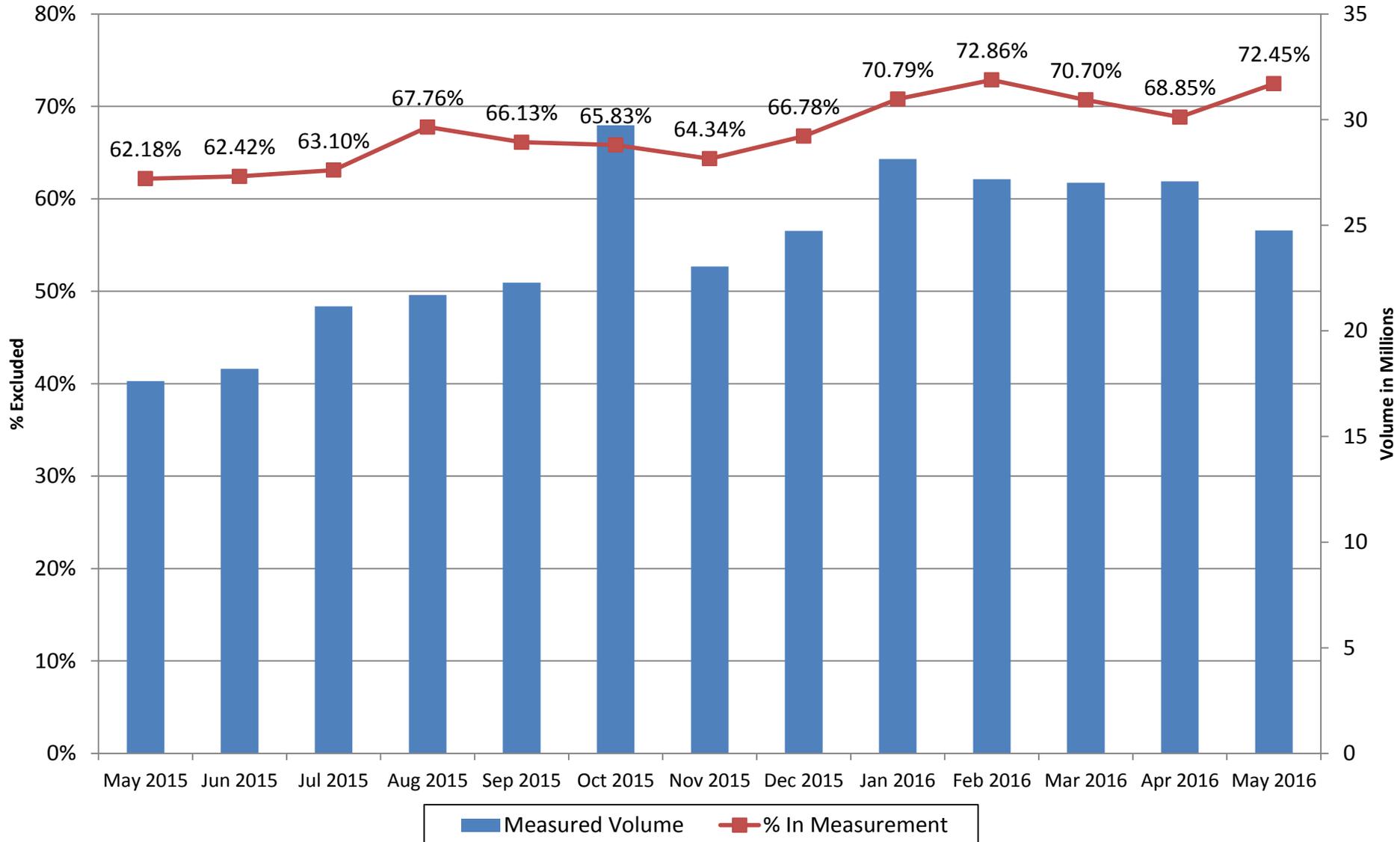


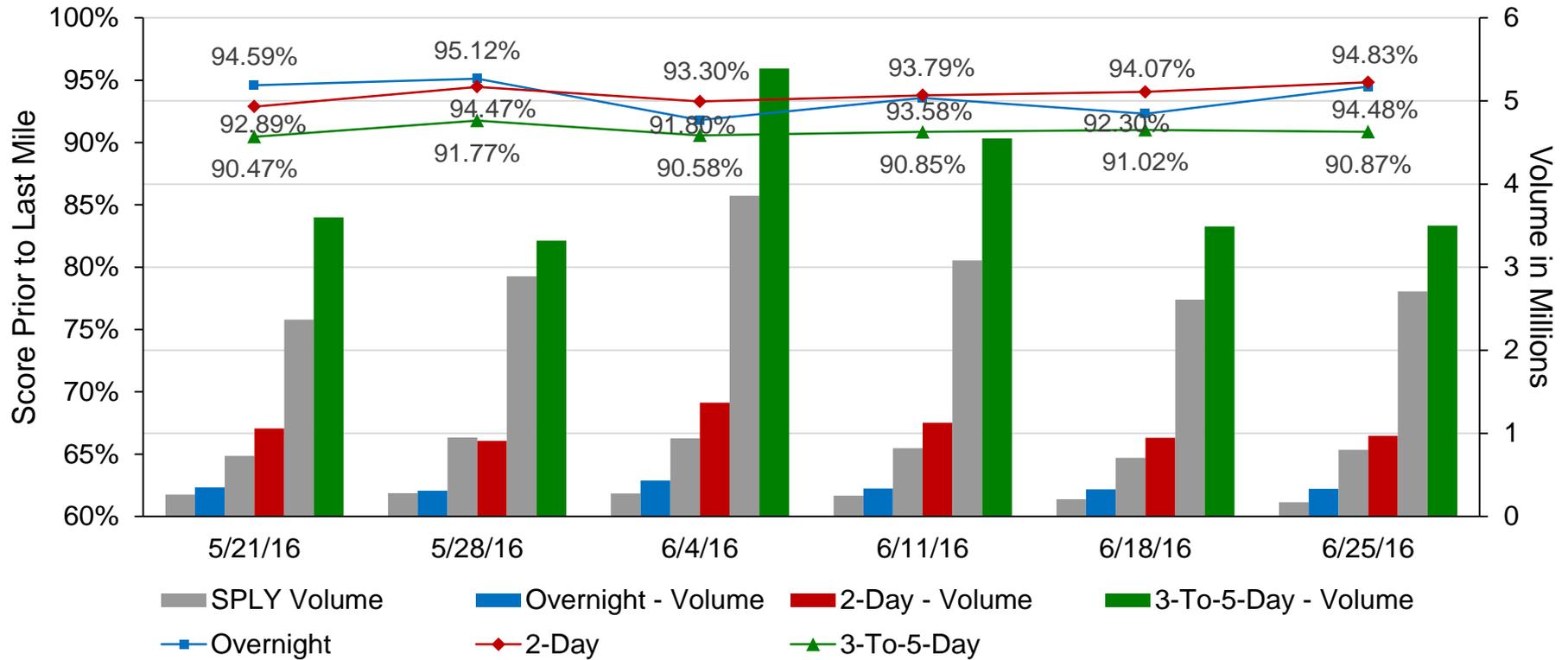
All QTD FCM Letters scores would be above 99.11% (**prior to last mile**), if pieces that failed by 1 day passed



Note: Service performance results before Last Mile

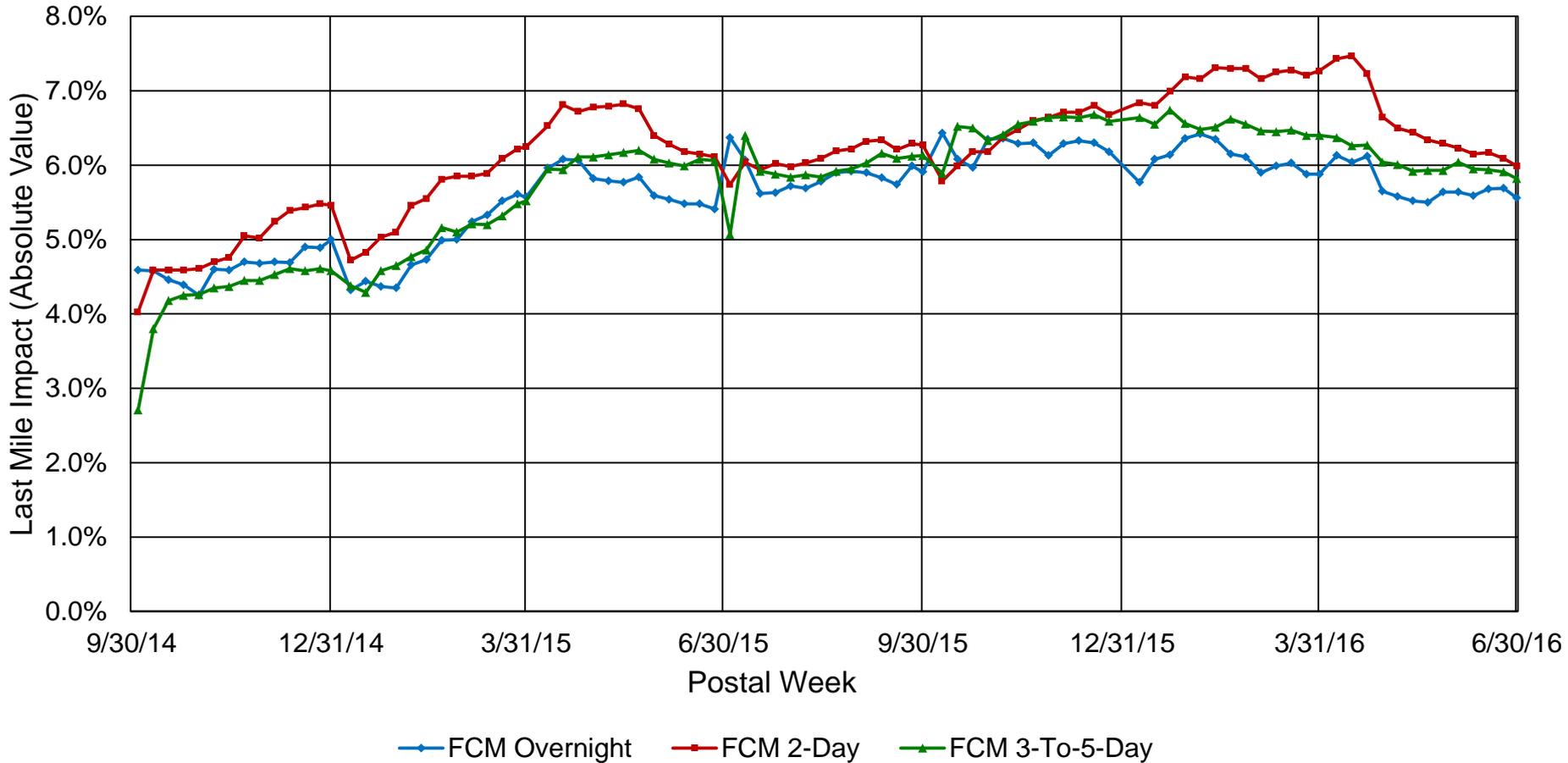
First-Class Mail Flats



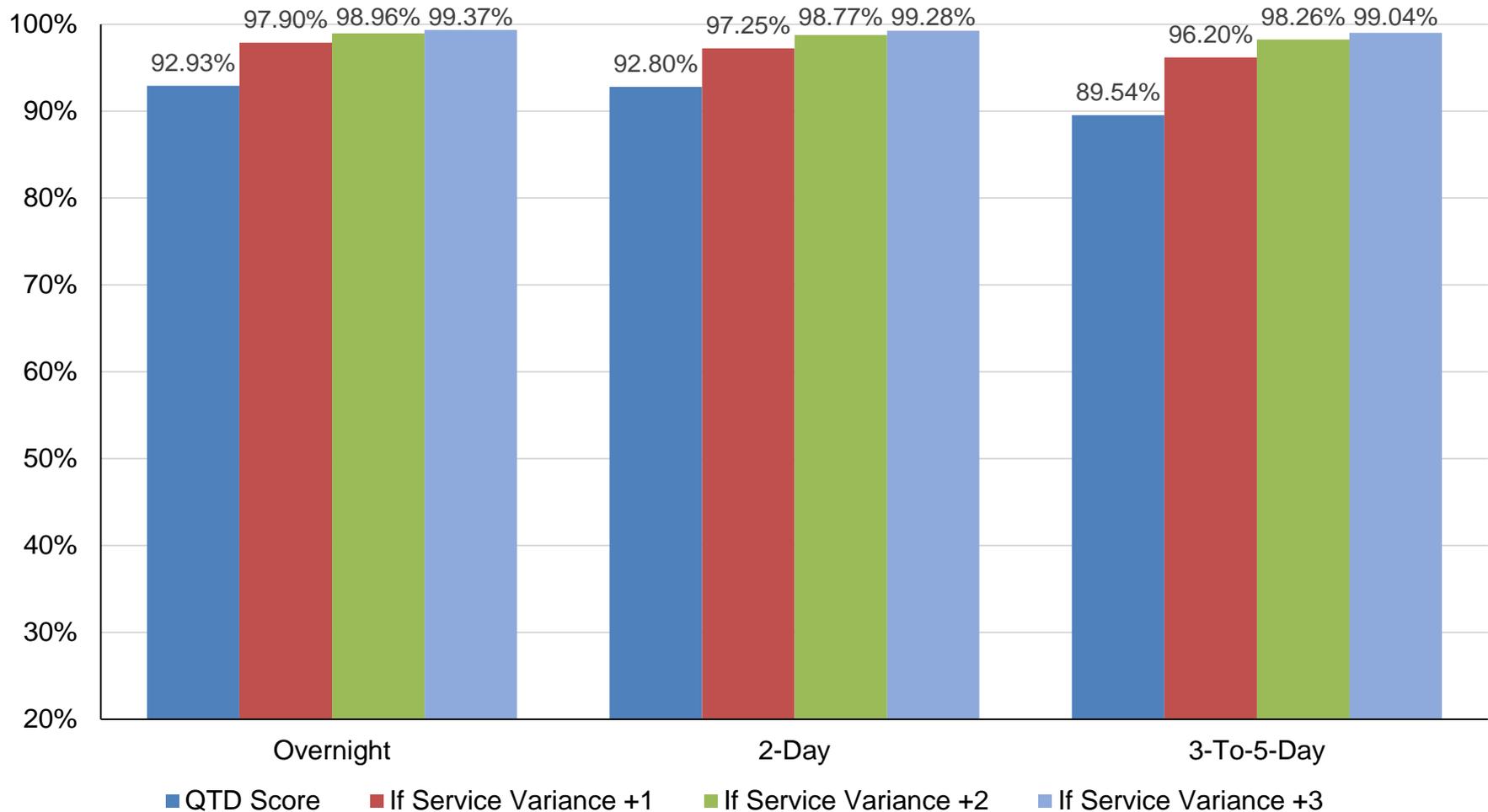


| Q3 TD | Total Pieces Measured | Processing On-Time | Last Mile Impact | Overall Score | Target Score | SPLY Pieces Measured | Volume Change | SPLY Overall QTD Score | SPLY Change |
|--------------|-----------------------|--------------------|------------------|---------------|---------------|----------------------|---------------|------------------------|---------------|
| Overnight | 4,807,573 | 92.93% | -5.56% | 87.37% | 96.80% | 3,779,149 | 27.21% | 81.77% | 5.60% |
| 2-Day | 15,046,073 | 92.80% | -5.99% | 86.81% | 96.50% | 10,847,692 | 38.70% | 78.13% | 8.68% |
| 3-to-5-Day | 57,699,040 | 89.54% | -5.82% | 83.72% | 95.25% | 40,823,612 | 41.34% | 72.05% | 11.67% |
| Total | 77,552,686 | | | 84.54% | 96.00% | 55,450,453 | 39.86% | 73.90% | 10.64% |

Last Mile Impact Trend



All QTD FCM Flats scores would be above 96.20% (**prior to last mile**), if pieces that failed by 1 day passed



Note: Service performance results before Last Mile

Continued Transparency on Service Performance

USPS.com Performance Trends

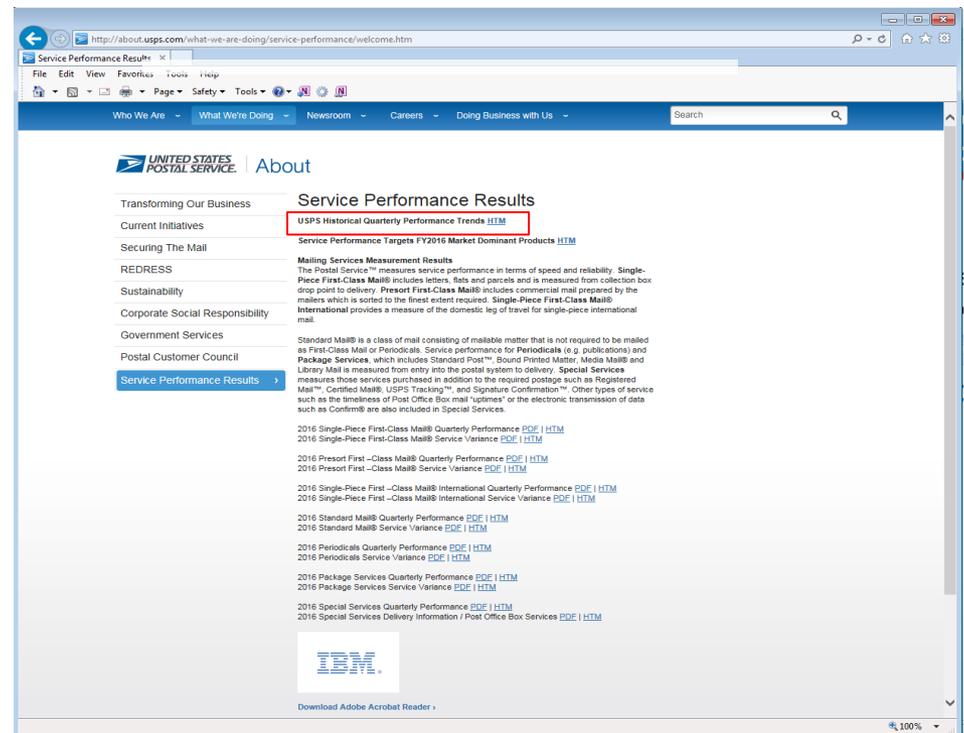
USPS is committed to transparency and to report service performance scores which are easily accessible and readily available

- The new USPS.com Historical Quarterly Performance Trends web report provides easy access to historical service performance results
- The report allows stakeholders to put current performance in context by visualizing data in trend charts
- The user can select mail class, geography of interest, and desired time period, for display in trend or table format

Location on USPS.com

The Historical Quarterly Performance Trends will be available through the existing portal on about.usps.com

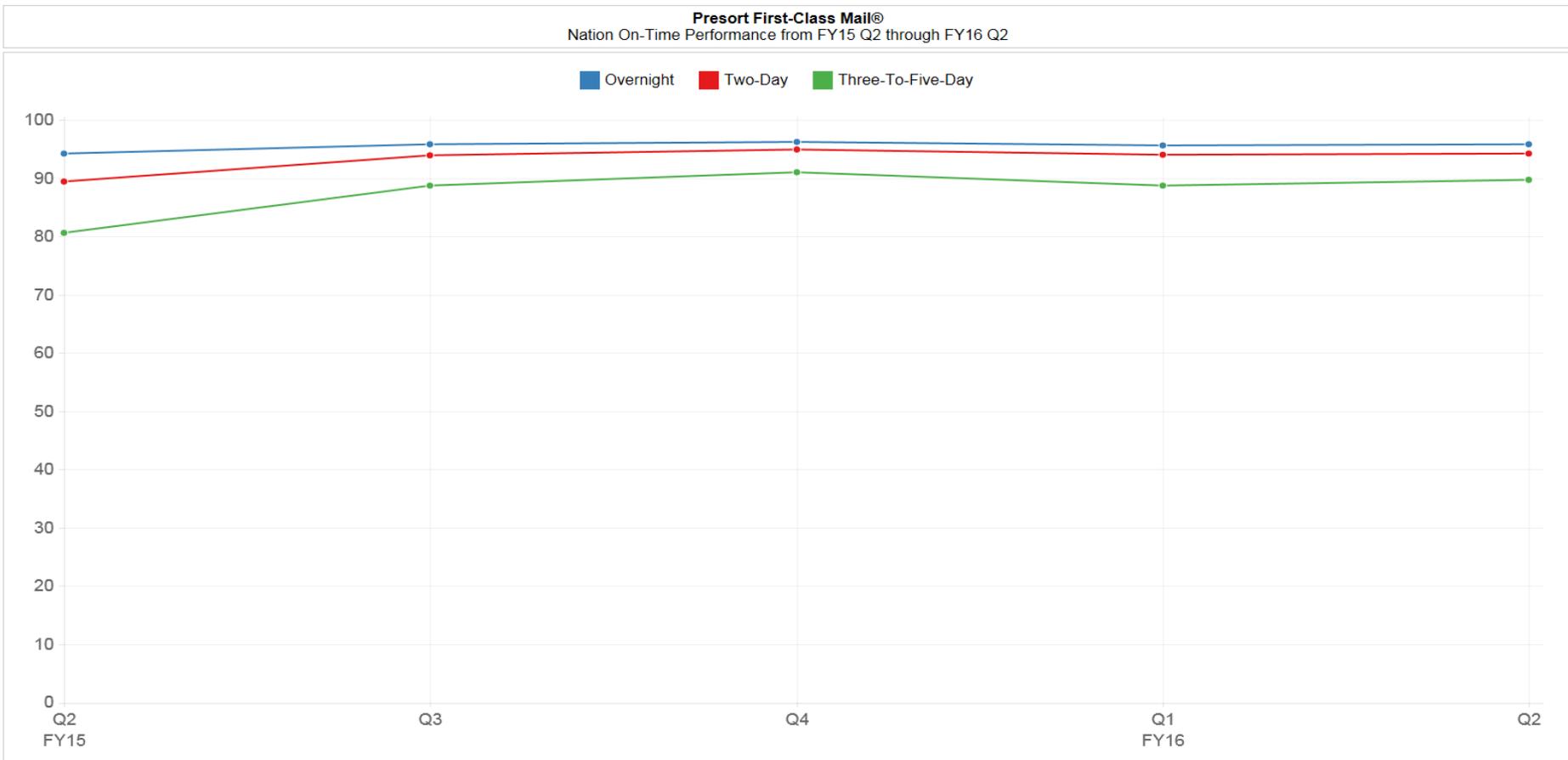
- Hyperlink has been created for the new Historical Quarterly Performance Trends web report



- Link to current page:
<http://about.usps.com/what-we-are-doing/service-performance/welcome.htm>

Trend Format

| | | | |
|--|------------------------------|---|--|
| Trends Display Mode <input checked="" type="radio"/> Chart <input type="radio"/> Table | | Mail Class Presort First-Class Mail® | Geography Nation |
| Start Period FY15 Q2 | End Period FY16 Q2 | Data Series <input checked="" type="checkbox"/> Overnight <input checked="" type="checkbox"/> Two-Day <input checked="" type="checkbox"/> Three-To-Five-Day | Performance Targets <input checked="" type="radio"/> Hide <input type="radio"/> Show |



¹ Presort First-Class™ Parcels were categorized as a competitive product as of October 3, 2011, and are no longer included in Presort First-Class Mail® scores.

Table Format

| | | | |
|--|------------------------------|---|--|
| Trends Display Mode <input type="radio"/> Chart <input checked="" type="radio"/> Table | | Mail Class Presort First-Class Mail® | Geography Nation |
| Start Period FY15 Q2 | End Period FY16 Q2 | Data Series <input checked="" type="checkbox"/> Overnight <input checked="" type="checkbox"/> Two-Day <input checked="" type="checkbox"/> Three-To-Five-Day | Performance Targets <input checked="" type="radio"/> Hide <input type="radio"/> Show |

Presort First-Class Mail®
 Nation On-Time Performance from FY15 Q2 through FY16 Q2

| Period ▼ | Overnight ▲ | Two-Day ▲ | Three-To-Five-Day ▲ |
|----------|-------------|-----------|---------------------|
| FY16 Q2 | 95.8 | 94.2 | 89.7 |
| FY16 Q1 | 95.6 | 94.0 | 88.7 |
| FY15 Q4 | 96.2 | 94.9 | 91.0 |
| FY15 Q3 | 95.8 | 93.9 | 88.7 |
| FY15 Q2 | 94.2 | 89.4 | 80.6 |

¹ Presort First-Class™ Parcels were categorized as a competitive product as of October 3, 2011, and are no longer included in Presort First-Class Mail® scores.

Informed Visibility Mail Tracking & Reporting

Program Status

Extending release timelines

Addressing system performance discovered during high-availability testing

Incorporating Logical Delivery Events into first Release

In June, notified existing IMb Tracing and *PostalOne!* customers about the upcoming migration to IV™

Established IV Help Desk (former IMb Tracing Help Desk)

Meeting weekly with MTAC User Group 4

See [IV RIBBS website](#) for latest information on the IV Program

Release 1-3

Release 1

- Migrate IMb Tracing and *PostalOne!* container and handling unit visibility to IV
- Container, handling unit, bundle, and piece automation visibility
- Company address book management
- Flexible data delegation
- Flexible data provisioning and Web-enabled mail tracking Phase 1
- Logical delivery events

Release 2

- Assumed handling events
- Bundle visibility enhancements
- Roles and permissions management

Release 3

- Migrate Start-the-Clock visibility from *PostalOne!* to IV
- Start-the-Clock visibility
- Flexible data provisioning and Web-enabled mail tracking Phase 2

MTAC User Group 4 for Informed Visibility

- Meets weekly, Wednesdays from 12:30-1:30 PM (ET)
- Open to all Users
- Forum to discuss IV features for mailers

MTAC User Group 4 is an open forum for representatives from USPS and the mailing industry to discuss mail visibility and its future with Informed Visibility.

We have established a great dialogue with the MTAC UG4 and we encourage more industry members to join the discussion. Contact us to become a member.



Join the MTAC UG4 discussions!

- Send a request to IVFeedback@usps.gov to join the group.

Visit the Informed Visibility RIBBS webpage to learn more.

https://ribbs.usps.gov/index.cfm?page=informed_visibility

IV

Last Mile vs. Legacy

Monthly Last Mile Sampled Pieces by Sampling Group FY16 Q2 and Q3 through 6/25/16

| Month | Mail Class/Product/Shape | IV Sampled Pieces | Current System Reporter Volume (IMAPS/EXFC) ¹ |
|--------------|--------------------------|-------------------|--|
| January | FCM Flats ² | 2,853 | 11,664 |
| February | FCM Flats ² | 22,656 | 12,681 |
| March | FCM Flats ² | 114,870 | 12,316 |
| April | FCM Flats ² | 70,530 | 12,305 |
| May | FCM Flats ² | 89,951 | 12,118 |
| June to date | FCM Flats ² | 58,818 | 9,455 |
| January | Periodicals | 22,183 | 27,897 |
| February | Periodicals | 226,805 | 31,803 |
| March | Periodicals | 452,481 | 35,156 |
| April | Periodicals | 194,367 | 36,146 |
| May | Periodicals | 246,044 | 34,835 |
| June to date | Periodicals | 169,702 | 28,962 |

1. IMAPS and EXFC systems are designed to produce statistically reliable results on a quarterly basis. IV First and Last Mile performance calculations are designed to occur at a more granular, daily level.
2. FCM Flats pieces for current systems are the sum of reporter pieces for IMAPS and EXFC.

Monthly Last Mile Sampled Pieces by Sampling Group FY16 Q2 and Q3 through 6/25/16

| Month | Mail Class/Product/Shape | IV Sampled Pieces | Current System Reporter Volume (IMAPS/EXFC) ¹ |
|--------------|--|-------------------|--|
| January | PFCM Letters/Cards | 413,655 | 188,531 |
| February | PFCM Letters/Cards | 2,663,845 | 177,047 |
| March | PFCM Letters/Cards | 4,023,823 | 165,810 |
| April | PFCM Letters/Cards | 1,579,754 | 169,979 |
| May | PFCM Letters/Cards | 1,998,842 | 160,294 |
| June to date | PFCM Letters/Cards | 1,310,110 | 126,167 |
| January | SPFC Remittance Letters/Cards ² | 265 | N/A |
| February | SPFC Remittance Letters/Cards ² | 2,461 | N/A |
| March | SPFC Remittance Letters/Cards ² | 4,914 | N/A |
| April | SPFC Remittance Letters/Cards ² | 1,896 | N/A |
| May | SPFC Remittance Letters/Cards ² | 3,048 | N/A |
| June to date | SPFC Remittance Letters/Cards ² | 3,112 | N/A |

1. IMAPS and EXFC systems are designed to produce statistically reliable results on a quarterly basis. IV First and Last Mile performance calculations are designed to occur at a more granular, daily level.
2. The EXFC test mail sample does not encompass SPFC remittance letters/cards.

Monthly Last Mile Sampled Pieces by Sampling Group FY16 Q2 and Q3 through 6/25/16

| Month | Mail Class/Product/Shape | IV Sampled Pieces | Current System Reporter Volume (IMAPS/EXFC) ¹ |
|--------------|-----------------------------------|-------------------|--|
| January | SPFC Non-Remittance Letters/Cards | 222,916 | 179,275 |
| February | SPFC Non-Remittance Letters/Cards | 1,263,216 | 178,868 |
| March | SPFC Non-Remittance Letters/Cards | 2,249,550 | 183,845 |
| April | SPFC Non-Remittance Letters/Cards | 816,528 | 183,424 |
| May | SPFC Non-Remittance Letters/Cards | 1,130,189 | 180,820 |
| June to date | SPFC Non-Remittance Letters/Cards | 850,517 | 144,125 |
| January | Standard Mail Flats and BPM Flats | 81,839 | 74,410 |
| February | Standard Mail Flats and BPM Flats | 783,996 | 78,376 |
| March | Standard Mail Flats and BPM Flats | 1,677,856 | 93,206 |
| April | Standard Mail Flats and BPM Flats | 650,570 | 80,834 |
| May | Standard Mail Flats and BPM Flats | 751,210 | 76,960 |
| June to date | Standard Mail Flats and BPM Flats | 490,649 | 53,269 |

1. IMAPS and EXFC systems are designed to produce statistically reliable results on a quarterly basis. IV First and Last Mile performance calculations are designed to occur at a more granular, daily level.

Monthly Last Mile Sampled Pieces by Sampling Group FY16 Q2 and Q3 through 6/25/16

| Month | Mail Class/Product/Shape | IV Sampled Pieces | Current System Reporter Volume (IMAPS/EXFC) ¹ |
|--------------|-----------------------------|-------------------|--|
| January | Standard Mail Letters/Cards | 482,855 | 309,218 |
| February | Standard Mail Letters/Cards | 3,505,321 | 314,485 |
| March | Standard Mail Letters/Cards | 6,139,575 | 355,498 |
| April | Standard Mail Letters/Cards | 2,294,391 | 316,723 |
| May | Standard Mail Letters/Cards | 2,803,350 | 317,006 |
| June to date | Standard Mail Letters/Cards | 2,070,490 | 254,862 |

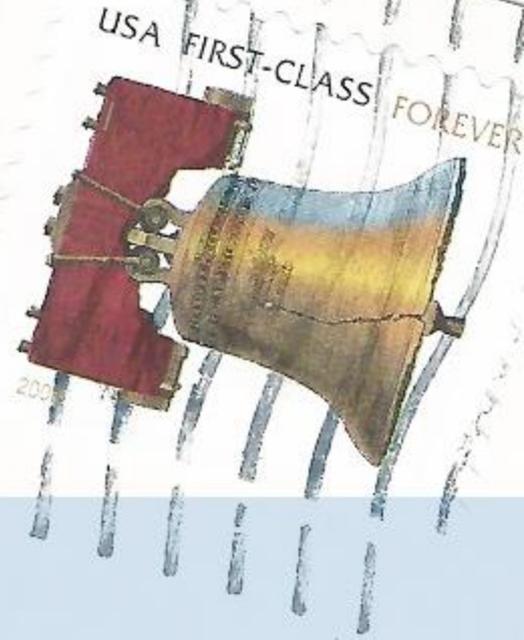
1. IMAPS and EXFC systems are designed to produce statistically reliable results on a quarterly basis. IV First and Last Mile performance calculations are designed to occur at a more granular, daily level.

Monthly First Mile Sampled Pieces by Sampling Group FY16 Q2 and Q3 through 6/25/16

| Month | Mail Class/Product/Shape | IV Sampled Pieces | Current System Reporter Volume (EXFC) ¹ |
|--------------|--------------------------|-------------------|--|
| January | SPFC Letters/Cards | 114,949 | 179,275 |
| February | SPFC Letters/Cards | 345,354 | 178,868 |
| March | SPFC Letters/Cards | 660,962 | 183,845 |
| April | SPFC Letters/Cards | 566,314 | 183,424 |
| May | SPFC Letters/Cards | 589,725 | 180,820 |
| June to date | SPFC Letters/Cards | 321,576 | 144,125 |
| January | SPFC Flats | 1,198 | 9,381 |
| February | SPFC Flats | 3,642 | 9,581 |
| March | SPFC Flats | 6,808 | 10,108 |
| April | SPFC Flats | 6,485 | 9,843 |
| May | SPFC Flats | 6,553 | 9,778 |
| June to date | SPFC Flats | 4,451 | 7,810 |

1. The EXFC system is designed to produce statistically reliable results on a quarterly basis for SPFC letters, cards, and flats combined. EXFC flats are not intended to be reported as a stand-alone metric. IV First and Last Mile performance calculations are designed to occur at a more granular, daily level.

Address Management



Federal Register Notice

- Published July 1, 2016
 - <https://www.federalregister.gov/articles/2016/07/01/2016-15648/clarification-of-the-move-update-standard>
- Provides clarification to Move Update compliance requirements for:
 - MLNA – BCNO – Foreign Moves
 - NCOA^{Link}® Return Codes
 - Use of ACS Notifications for non-DPV confirmed addresses
 - COAs greater than 18-Months in age
 - Legal Restraint authorized mailers' use of exclusive MIDs in conjunction with Seamless Acceptance

Update

- NCSC provided SHA-256 format of “Link” products in January 2016 available for all licensees
- Approximately 25% of developers are now testing
- All systems must be transitioned to SHA-256 no later than **July 1, 2017**
- SHA-1 and SHA-256 products to run parallel during transition period
- No CASST™ certification required prior to vendor release or mailer use of SHA-256 products
 - Seamless transition to mailers

NCOALink®

- The 100 Unique Names & Addresses Rule is being evaluated Legal & Privacy
- Proposal to change minimum to 50 records

CASS™ Cycle-O Topics for Consideration

- New Types of Military Addresses
 - UMR – Unit Mail Room
 - OMC – Official Mail Center
- Door Not Accessible (DNA) & No Secure Location (NSL)
- SHA-256 Conversion
- Survey being developed to determine necessity and impacts of performing Cycle O

Significant Milestones

| | |
|--|----------------|
| Partners in Tomorrow Developers Meeting | September 2016 |
| Official Rules Release | November 2016 |
| Stage II Test Release | May 2017 |
| CASS Developers Certification Completed | December 2017 |
| MASS Manufacturers Certification Completed | January 2018 |
| Software Released to End-Users NLT | March 2018 |
| Implementation of CASS Cycle O | August 1, 2018 |

- IMpb ACS or Traditional ACS (with an IMpb) customers can see additional UAA tracking information for their parcels
- CFS/PARS events provide the date and time processed, the location of the CFS/PARS site, and the disposition of the parcel – Forwarded or Returned to Sender

Product & Tracking Information

| DATE & TIME | STATUS OF ITEM | LOCATION |
|---|--------------------------------------|------------------------------|
| April 29, 2016 , 8:52 am | Delivered, In/At Mailbox | WISCONSIN DELLS, WI 53965 |
| Your item was delivered in or at the mailbox at 8:52 am on April 29, 2016 in WISCONSIN DELLS, WI 53965. | | |
| April 29, 2016 , 7:43 am | Out for Delivery | WISCONSIN DELLS, WI 53965 |
| April 27, 2016 , 12:46 am | Arrived at USPS Destination Facility | PHOENIX, AZ 85043 |
| April 26, 2016 , 5:08 pm | Forward Processed | PHOENIX, AZ 85034 |
| April 25, 2016 , 10:36 am | Forwarded | SUN CITY WEST, AZ |
| April 19, 2016 , 9:23 am | Notice Left | SUN CITY WEST, AZ 85375 |
| April 19, 2016 , 8:50 am | Out for Delivery | SUN CITY WEST, AZ 85375 |

CFS/PARS Scan

Delivery Unit Scans

Product & Tracking Information

| DATE & TIME | STATUS OF ITEM | LOCATION |
|--|--------------------------------------|------------------------|
| May 21, 2016 , 4:45 am | Departed USPS Facility | CHICAGO METRO HUB |
| Your item departed our USPS facility in CHICAGO METRO HUB on May 21, 2016 at 4:45 am. The item is currently in transit to the destination. | | |
| May 21, 2016 , 3:42 am | Arrived at USPS Facility | CAROL STREAM, IL 60199 |
| May 20, 2016 , 10:55 pm | Arrived at USPS Facility | CHICAGO METRO HUB |
| May 19, 2016 , 5:35 pm | Arrived at USPS Destination Facility | PHOENIX, AZ 85042 |
| May 19, 2016 , 11:22 am | Return to Sender Processed | PHOENIX, AZ 85034 |
| May 12, 2016 , 11:31 am | Forwarded | ALBUQUERQUE, NM |
| May 11, 2016 , 9:23 am | Undeliverable as Addressed | ALBUQUERQUE, NM 87111 |

CFS/PARS Scan

Delivery Unit Scans

- Parcels endorsed Change Service Requested that are treated as “Waste” are not reported in PTR at this time.
- Waste parcels will be included once the proper wording for display on PTR is determined
- UAA process reporting will soon expand to include all UAA parcels with an IMpb (not just ACS participants).

Improvements in Address Quality Methodologies and ACS Best Practices

- Work Group extended to 8/31/2016
- The Final DRAFT of the updated MTAC WG 97 Best Practices in Address Quality document is complete
- Review of the AMEE White Paper on ACS is complete and a draft with all recommended changes is in progress
- A new name for the AMEE White Paper has yet to be determined

Improving Accuracy & Use of UAA Reason Codes

- Recommended the creation and distribution of an internal communication “blitz” regarding UAA reasons and their appropriate use/meaning
- The informational video for USPS TV and matching screen savers to be released in Sept/Oct 2016
- An “UAA Dashboard” for USPS Management to view UAA statistics by UAA Reason down to the Delivery Units, ZIP Codes, and Carrier Routes. Reporting will include incidents of conflicting UAA Nixie notices:
 - Addressing issue UAA reasons for mail with a valid DPV
 - ✓ (N - No Such Number/Street, I-Insufficient Address)
 - High ratio of “Q - Unable to Forward” to other Nixie Reasons
 - ✓ (potential ‘batching’ of UAA or mail prep/processing issues)
 - Multiple UAA notices from a single delivery point
 - ✓ (potential ‘Moved Left No Address’ or ‘Box Closed No Order’)

Exploring Solutions for UAA Mail from Higher Education

- Mail for students leaving college each year must be redirected by the schools
- Forces mail into the manual processing stream
- The mailing industry does not have access to the address correction information, except through returned mail or contact with the student
- First Step: Completed
 - Sample addresses from 5 participating schools have been evaluated for address standardization and DPV confirmation
- Next Step:
 - Explore options to reduce the UAA mail by providing change-of-address information to mailers
 - The College & University addresses MUST DPV confirm for this to be successful

Monthly Statistics by UAA Reason are available on RIBBS



The screenshot shows the RIBBS website interface. At the top, there is a navigation bar with the USPS logo and the text "National Customer Support Center". Below this is a search bar and a menu with links: Home, Site Index A-Z, Site Index by Topic, Locators/ Lookups, Document Locator, and Contact Us. The main content area is titled "UAA Mail" and features a sidebar on the left with various service links. The main text describes the "UAA Mail Study" and provides a list of "Important Links" under a red circle. A blue banner at the bottom contains the URL "https://ribbs.usps.gov/uaamail".

UAA Mail

[Printable View](#) [RSS](#)

Important Links

- [**NEW** Monthly Statistics by UAA Reason](#)
- [UAA Mail Roll-Up 1998-2015](#)
- [FY2004](#)
- [FY2008](#)
- [FY2009](#)
- [FY2010](#)
- [FY2011](#)
- [FY2012](#)
- [FY2013](#)

UAA Mail Study

The USPS provides an on-going study of Undeliverable-as-Addressed (UAA) mail. This study provides comprehensive information on the volumes, characteristics and costs of processing UAA mail.

UAA mail is all mail that cannot be delivered to the name and address specified on the mailpiece, and must be forwarded, returned to sender or properly treated as waste, as

IMPORTANT UPDATES [RSS](#)

Upcoming 2016 Releases

- [April 2016 Release Overview](#)
- [April 2016 Release Notes](#)
- [Market Dominant Pricing Files](#)
- [Click here for weekly Incorrect Scanner Configuration Report](#)
- [Click here for 2015 Network Consolidations](#)

[Current and](#)

https://ribbs.usps.gov/uaamail

MAR 2016 Nixie Volume

| Nixie Code | Nixie Description | Spaces (no routing information) | % Spaces | 5 Digit Only (blank +4) | % 5 Digit | 9 Digit Only (No DPBC) | % 9 Digit | 11 digit only (full barcode) | % Complete Barcode | Total | % |
|------------|--|---------------------------------|----------|-------------------------|-----------|------------------------|-----------|------------------------------|--------------------|------------|--------|
| A | Attempted, not known | 143,429 | 2.02% | 231,969 | 3.26% | 17,278 | 0.24% | 6,713,867 | 94.47% | 7,106,610 | 21.40% |
| E | In Dispute | 56 | 0.38% | 1,012 | 6.83% | 32 | 0.22% | 13,708 | 92.57% | 14,809 | 0.05% |
| I | Insufficient address | 80,965 | 2.79% | 357,579 | 12.34% | 7,013 | 0.24% | 2,452,694 | 84.62% | 2,898,389 | 8.73% |
| L | Illegible | 284 | 1.88% | 961 | 6.37% | 49 | 0.33% | 13,801 | 91.43% | 15,095 | 0.05% |
| M | No mail receptacle | 23,315 | 2.38% | 259,409 | 26.47% | 3,229 | 0.33% | 693,873 | 70.81% | 979,855 | 2.95% |
| N | No such number | 41,640 | 3.20% | 638,413 | 49.02% | 7,992 | 0.61% | 614,146 | 47.16% | 1,302,263 | 3.92% |
| P | Deceased | 10,596 | 13.80% | 995 | 1.30% | 76 | 0.10% | 65,135 | 84.81% | 76,803 | 0.23% |
| Q | Not deliverable as addressed/unable to | 450,070 | 2.75% | 614,635 | 3.75% | 55,914 | 0.34% | 15,276,033 | 93.16% | 16,396,893 | 49.38% |
| R | Refused | 75,068 | 23.27% | 9,161 | 2.84% | 583 | 0.18% | 237,731 | 73.71% | 322,545 | 0.97% |
| S | No such street | 18,104 | 4.75% | 228,984 | 60.04% | 1,590 | 0.42% | 132,703 | 34.79% | 381,418 | 1.15% |
| U | Unclaimed | 14,956 | 2.35% | 21,870 | 3.43% | 4,758 | 0.75% | 596,319 | 93.48% | 637,912 | 1.92% |
| V | Vacant | 26,952 | 0.88% | 42,759 | 1.39% | 2,438 | 0.08% | 3,003,507 | 97.65% | 3,075,667 | 9.26% |
| Total | | 885,435 | 2.67% | 2,407,747 | 7.25% | 100,952 | 0.30% | 29,813,517 | 89.78% | 33,208,259 | 100% |

- Report is the same format used by MTAC WG 171 to study the UAA Reason Accuracy and Use
- Breakdown by ZIP Code depth of sort in the barcode
- UAA statistics reporting by industry is in progress

| 11 digit matching to High-rise Default | % High-Rise Default | Full Barcode was all 0's | % of 11 digits All 0's | Full Barcode was all 9's | % of 11 digits All 9's |
|--|---------------------|--------------------------|------------------------|--------------------------|------------------------|
| 879,179 | 13.10% | 26 | 0.00% | 25 | 0.00% |
| 1,591 | 11.61% | - | 0.00% | - | 0.00% |
| 1,715,561 | 69.95% | 27 | 0.00% | 80 | 0.00% |
| 1,759 | 12.75% | - | 0.00% | - | 0.00% |
| 36,125 | 5.21% | 11 | 0.00% | 4 | 0.00% |
| 137,040 | 22.31% | 23 | 0.00% | 8 | 0.00% |
| 2,062 | 3.17% | - | 0.00% | - | 0.00% |
| 1,510,711 | 9.89% | 79 | 0.00% | 117 | 0.00% |
| 18,465 | 7.77% | - | 0.00% | 1 | 0.00% |
| 19,434 | 14.65% | 8 | 0.01% | 13 | 0.01% |
| 66,743 | 11.19% | - | 0.00% | 1 | 0.00% |
| 121,857 | 4.06% | 7 | 0.00% | 2 | 0.00% |
| 4,510,527 | 15.13% | 181 | 0.00% | 251 | 0.00% |

**Industry
Questions or
Feedback?**

Enterprise Analytics MTAC



July 13, 2016

Package Update



- IMpb Compliance Performance Current Metrics
- IMpb Compliance Quality Metrics Overview
 - Industry Engagement/Feedback
 - Work Group #178
- Letter from Industry Associations
- IMpb Compliance Quality Metrics Performance
- PTR Release Schedule



JUNE 2016 IMpb Metrics

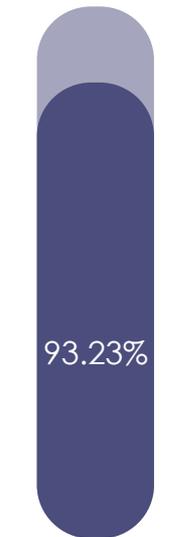
| Product | %IMpb Barcode Threshold 99% | % Address and/or 11DigitZip Code Threshold 98% | % SSF v1.6 or Higher Threshold 97% |
|---------------------------|--------------------------------|--|--|
| USPS Retail Ground | 54.70% | 65.30% | 50.62% |
| Priority Mail Express | 73.93% | 73.75% | 73.49% |
| First Class | 99.70% | 96.78% | 93.31% |
| Parcel Select Lightweight | 99.99% | 99.30% | 96.52% |
| Priority Mail | 99.10% | 98.46% | 97.64% |
| Parcel Select | 99.95% | 99.16% | 90.93% |
| Unspecified | 31.45% | 44.49% | 0.95% |
| Bound Printed Material | 99.81% | 94.53% | 92.23% |
| Library Rate | 98.39% | 91.96% | 87.14% |
| Media Mail | 99.71% | 98.29% | 97.20% |
| Standard Mail Marketing | 100.00% | 98.14% | 94.77% |
| Standard Mail | 100.00% | 89.65% | 79.28% |
| Grand Total | 99.01% | 97.75% | 93.23% |

99%
Threshold



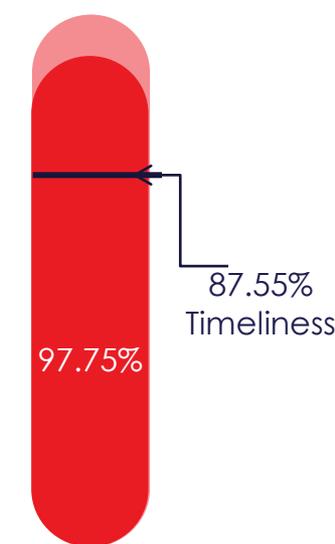
Packages
With IMpb*

97%
Threshold



Shipping
Services File
v1.6 or
higher

98%
Threshold



Address
and/or
11-Digit DPV
ZIP Code

Source: USPS Product Tracking & Reporting (PTR)

Overview

Address Quality

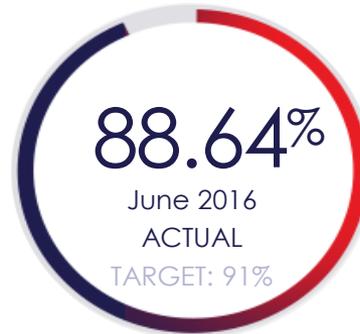


Measures percent of addresses* with enough information to validate to the unique exact 11-digit DPV ZIP Code when matched against the AMS Database.

Benefits:

- Operational efficiency
- Enables personalized features such as My USPS
- Avoids operational costs (Manual scheme lookup/PRES Keying)
- Improves deliverability

Shipping Services File Quality

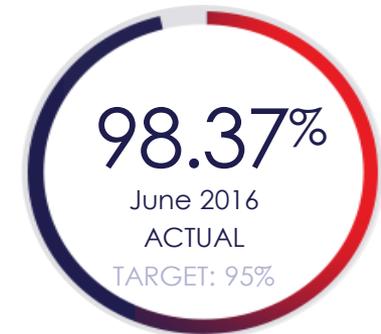


Measures percent of manifest records that pass key package level detail validations mitigating potential errors when processed in the PTR Database.

Benefits:

- Supports timely postage payment and revenue assurance
- Enhances tracking and customer experience
- Provides digital awareness of packages that will be delivered by USPS
- Facilitates better workload planning
- Eliminates need for manual counts
- Enables better analytics, insights, decisions

Barcode Quality



Measures percent of tracking numbers that pass key validations for format and uniqueness* without errors or warnings when manifests are processed in the PTR Database and physically scanned.

Benefits:

- Critical for visibility and the customer experience
- Creates the digital trail
- Supports payment and revenue assurance
- Facilitates operational efficiencies
- Foundational for current and future product offerings

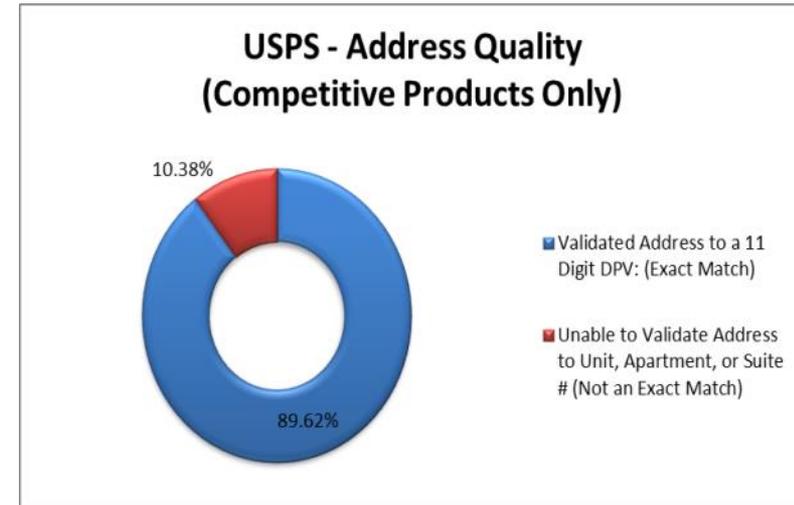
Performance and Targets for Competitive Products Only



Competitive Products Only (All AQ Validations)

(Excludes Market Dominant, International, Retail Packages, and Certified Mail)

| Competitive Products | | |
|--|----------------|---------------------------|
| DPV Confirmation (AQ Indicators) | | |
| Description | Percent | Indicator |
| Validated Address to a 11 Digit DPV: (Exact Match) | 89.62% | Address Compliance |
| Unable to Validate Address to Unit, Apartment, or Suite # (Not an Exact Match) | 10.38% | AQ (Non-Compliant) |
| Total Volume | 100.00% | |



| Competitive Products | | | |
|-----------------------------|----------------------------------|---|--------------------------|
| Class of Mail | % of Exact Address Match for CoM | % of Not An Exact Address Match for CoM | % of CoM by Total Volume |
| Parcel Select Lightweight | 92.18% | 7.82% | 33.67% |
| Parcel Select | 91.10% | 8.90% | 28.04% |
| First Class Package Service | 87.54% | 12.46% | 21.66% |
| Priority Mail | 84.51% | 15.49% | 16.39% |
| Priority Mail Express | 91.45% | 8.55% | 0.19% |
| USPS Retail Ground | 92.13% | 7.87% | 0.05% |
| Grand Total | 89.62% | 10.38% | 100.00% |

Source: Product Tracking & Reporting

Agreement between Industry and USPS on specific items that will be included in IMpb Compliance Quality assessments and the respective threshold for each quality category: Address Quality (AQ), IMpb Barcode Quality (BQ) and Shipping Services File Quality (MQ).

- Objective 1** A measurement approach that prevents duplicate penalties or fees.
- Objective 2** Transparency and visibility into how compliance is measured and fees are assessed through the payment systems.
- Objective 3** A simplified list of validations that focus on the most impactful items and minimize reconciliation issues.
- Objective 4** Achievable compliance thresholds in 2017 and 2018.



May 27, 2016 letter to USPS from Industry Associations

Concerns:

- Two month timeline is not sufficient to complete
 - Need more time to review or understand what is causing issues
 - Develop plans for best addressing
- Industry needs more examples of data failures
 - Based on final (quality) criteria selected by work group - assessable vs. warning
- Address quality threshold within IMpb compliance that is reasonable and achievable
 - Aligned with letters and flats standards



Requests:

- ✓ Work Group #178 continue beyond currently scheduled June 15, 2016 completion date
- ✓ Extend IMpb compliance thresholds from July 2016 to January 2017
- ✓ Delay assessments

Address Quality (AQ) – 4 Validation Combinations

Manifest Quality (MQ) – 4 Validation Combinations

- ✓ *USPS dropped 11 Validation Combinations from the Original List of 15*

| DPV Footnotes Description | | June 2016 Volume | % of Total Volume |
|--|------|------------------|-------------------|
| Missing Secondary Information (i.e., no Apartment or Suite Number) | AAN1 | 11,504,576 | 3.69% |
| Missing Street Number | A1M1 | 6,126,543 | 1.96%* |
| Unable to Match ZIP+4 Code | A1 | 5,741,335 | 1.84% |
| Invalid Street Number | AAM3 | 1,391,773 | 0.45% |

- ✓ *USPS dropped 36 Validation Combinations from the Original List of 40*

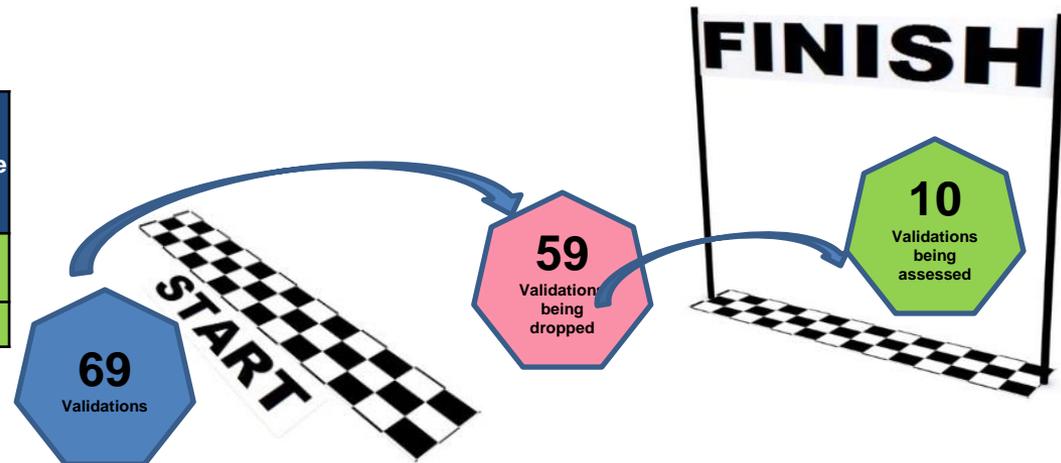
| PTR Warning # | PTR Error/Warning Message | June 2016 Volume | % of Total Volume | PTR Indicator |
|---------------|--|------------------|-------------------|---------------|
| 1 | MQ Entry Facility Mismatch - Entry Facility Does Not Match Manifest File | 9,481,903 | 3.04% | MQ |
| 136 | Invalid PO of account Zip Code | 7,212,619 | 2.31% | MQ |
| 1535 | Invalid Payment account number | 7,050,909 | 2.26% | MQ |
| 193 | Invalid Method of Payment | 2,661,786 | 0.85% | MQ |

Barcode Quality (BQ) – 2 Validation Combinations*

- ✓ *USPS dropped 12 Validation Combinations from the Original List of 14*

| PTR Warning # | PTR Error/Warning Message | PTR Indicator | June 2016 Volume | % of Volume |
|---------------|---|---------------|------------------|-------------|
| 66 | Duplicate Tracking Numbers on Multiple Packages | BQ | 1,101,210 | 0.35% |
| 50 | Invalid MID in PIC | BQ | 1,650,658 | 0.53% |

*Evaluating operational impacts.



Overview

Address Quality

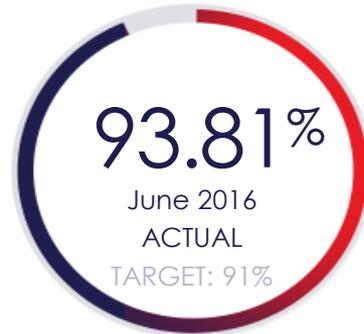


Measures percent of addresses* with enough information to validate to the unique exact 11-digit DPV ZIP Code when matched against the AMS Database.

Benefits:

- Operational efficiency
- Enables personalized features such as My USPS
- Avoids operational costs (Manual scheme lookup/PRES Keying)
- Improves deliverability

Shipping Services File Quality



Measures percent of manifest records that pass key package level detail validations mitigating potential errors when processed in the PTR Database.

Benefits:

- Supports timely postage payment and revenue assurance
- Enhances tracking and customer experience
- Provides digital awareness of packages that will be delivered by USPS
- Facilitates better workload planning
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- Enables better analytics, insights, decisions

Barcode Quality



Measures percent of tracking numbers that pass key validations for format and uniqueness* without errors or warnings when manifests are processed in the PTR Database and physically scanned.

Benefits:

- Critical for visibility and the customer experience
- Creates the digital trail
- Supports payment and revenue assurance
- Facilitates operational efficiencies
- Foundational for current and future product offerings

IMpb Quality Target Thresholds Competitive Products* Only

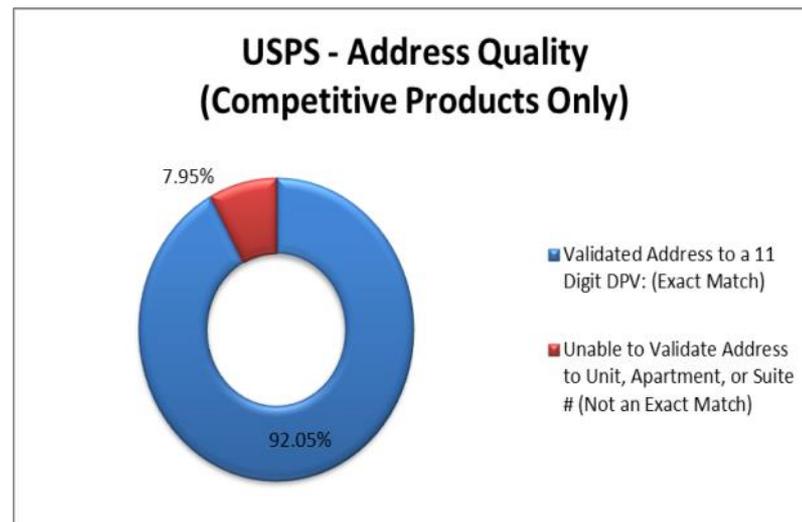
| IMpb Quality Compliance Category | | Actual Performance | | | | | | Target Threshold | |
|-----------------------------------|-----------------|--------------------|----------|----------|----------|----------|----------|------------------|----------|
| | | Jan 2016 | Feb 2016 | Mar 2016 | Apr 2016 | May 2016 | Jun 2016 | Jan 2017 | Jan 2018 |
| Destination Delivery Address (AQ) | All 15 Criteria | 90.63% | 88.87% | 88.91% | 89.22% | 89.39% | 89.63% | 89% | TBD |
| | Top 4 AQ | 92.70% | 90.65% | 91.18% | 91.40% | 91.51% | 92.05% | | |
| | Difference | +2.07% | +1.78% | +2.27% | +2.18% | +2.12% | +2.42% | | |
| Shipping Services File (MQ) | All 40 Criteria | 92.90% | 91.37% | 92.98% | 91.78% | 91.10% | 88.64% | 91% | 94% |
| | Top 4 MQ | 96.15% | 94.88% | 95.13% | 95.88% | 94.25% | 93.81% | | |
| | Difference | +3.25% | +3.51% | +2.15% | +4.1% | +3.15% | +5.17% | | |
| IMpb Barcode (BQ) | All 14 Criteria | 93.87% | 95.28% | 97.53% | 98.36% | 98.33% | 98.37% | 95% | 98% |
| | Top 2 BQ | 94.74% | 96.04% | 98.69% | 99.05% | 98.89% | 99.12% | | |
| | Difference | +0.87% | +0.76% | +1.16% | +0.69% | +0.56% | +0.75% | | |

Competitive Products Only (4 AQ Validations)

(Excludes Market Dominant, International, Retail Packages, and Certified Mail)



| Competitive Products | | |
|---|----------------|---------------------------|
| DPV Confirmation (AQ Indicators) | | |
| Description | Percent | Indicator |
| Validated Address to a 11 Digit DPV: (Exact Match) | 92.05% | Address Compliance |
| Unable to Validate Address to Unit, Apartment, or Suite # (Not an Exact Match) | 7.95% | AQ (Non-Compliant) |
| Total Volume | 100.00% | |



| Competitive Products | | | |
|-----------------------------|----------------------------------|---|--------------------------|
| Class of Mail | % of Exact Address Match for CoM | % of Not An Exact Address Match for CoM | % of CoM by Total Volume |
| Parcel Select Lightweight | 93.26% | 6.74% | 33.67% |
| Parcel Select | 92.32% | 7.68% | 28.04% |
| First Class Package Service | 92.09% | 7.91% | 21.66% |
| Priority Mail | 89.02% | 10.98% | 16.39% |
| Priority Mail Express | 91.91% | 8.09% | 0.19% |
| USPS Retail Ground | 95.84% | 4.16% | 0.05% |
| Grand Total | 92.05% | 7.95% | 100.00% |

Source: Product Tracking & Reporting

24,764,227

Packages w/Address Quality Issues*
June 2016 (Only 4 Criteria)

! **7.95%**

Addresses Unable to Resolve to an Exact
11-Digit Delivery Address (DPV)
Percent of Total Volume*

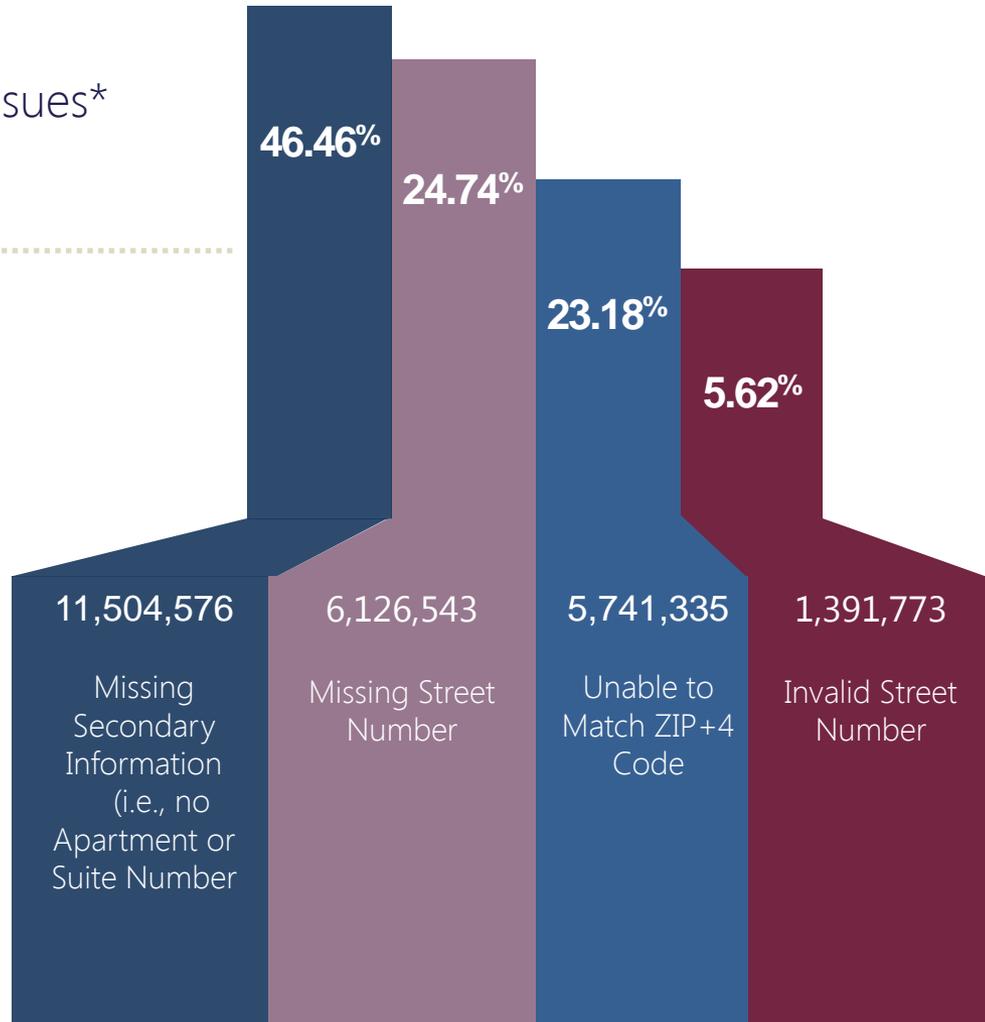


*Competitive Products Only

July 11, 2016

Performance
92.05%

Target Threshold
89.00%



| Description | DPV Footnote | First Class Volume | First Class % | Priority Mail Volume | Priority Mail % | Parcel Select Lightweight Volume | Parcel Select Lightweight % | Parcel Select | Parcel Select % | USPS Retail Ground | USPS Retail Ground % | DPV Footnote Total | % of AQ Total Volume |
|--|--------------|--------------------|---------------|----------------------|-----------------|----------------------------------|-----------------------------|------------------|-----------------|--------------------|----------------------|--------------------|----------------------|
| Missing Secondary Information (i.e., no Apartment or Suite Number) | AAN1 | 2,556,458 | 22.22% | 1,972,207 | 17.14% | 3,453,571 | 30.02% | 3,519,376 | 30.59% | 2,964 | 0.03% | 11,504,576 | 46.46% |
| Missing Street Number | A1M1 | 1,107,436 | 18.08% | 1,947,149 | 31.78% | 1,489,932 | 24.32% | 1,581,070 | 25.81% | 956 | 0.02% | 6,126,543 | 24.74% |
| Unable to Match ZIP+4 Code | A1 | 1,432,305 | 24.95% | 1,465,906 | 25.53% | 1,570,064 | 27.35% | 1,270,870 | 22.14% | 2,189 | 0.04% | 5,741,335 | 23.18% |
| Invalid Street Number | AAM3 | 248,957 | 17.89% | 233,010 | 16.74% | 564,520 | 40.56% | 344,944 | 24.78% | 342 | 0.02% | 1,391,773 | 5.62% |
| Total AQ Volume | | 5,345,156 | 21.58% | 5,618,272 | 22.69% | 7,078,087 | 28.58% | 6,716,260 | 27.12% | 6,451 | 0.03% | 24,764,227 | 100.00% |

DPV Footnotes:

AA - ZIP+4 MATCHED

A1 - ZIP+4 NOT MATCHED

M1 - PRIMARY NUMBER MISSING

M3 - PRIMARY NUMBER INVALID

N1 - HSA_DPV confirmed a hi-rise address w/o secondary information



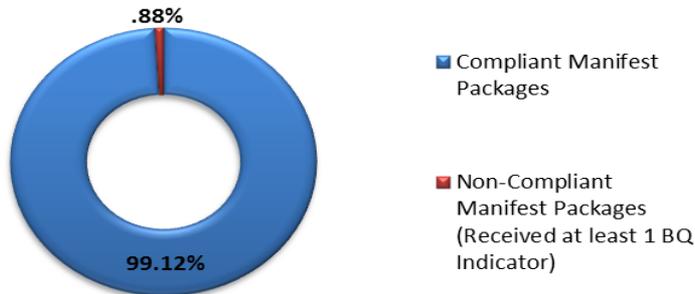
Competitive Products Only

(Excludes Market Dominant, International, Retail Packages, and Certified Mail)

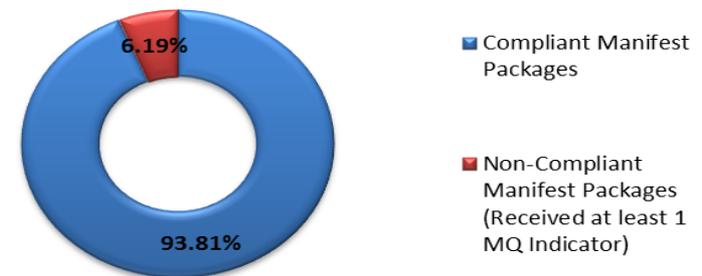
| January 2017 BQ Target Threshold: 95% | |
|---------------------------------------|----------|
| USPS - Total Volume | |
| Description | Findings |
| Percent of Manifest: BQ Compliant | 99.12% |
| Percent of Manifest: BQ Non-Compliant | 0.88% |
| | |

| January 2017 MQ Target Threshold: 91% | |
|---------------------------------------|----------|
| USPS - Total Volume | |
| Description | Findings |
| Percent of Manifest: MQ Compliant | 93.81% |
| Percent of Manifest: MQ Non-Compliant | 6.19% |
| | |

BQ Compliance Overview - June 2016



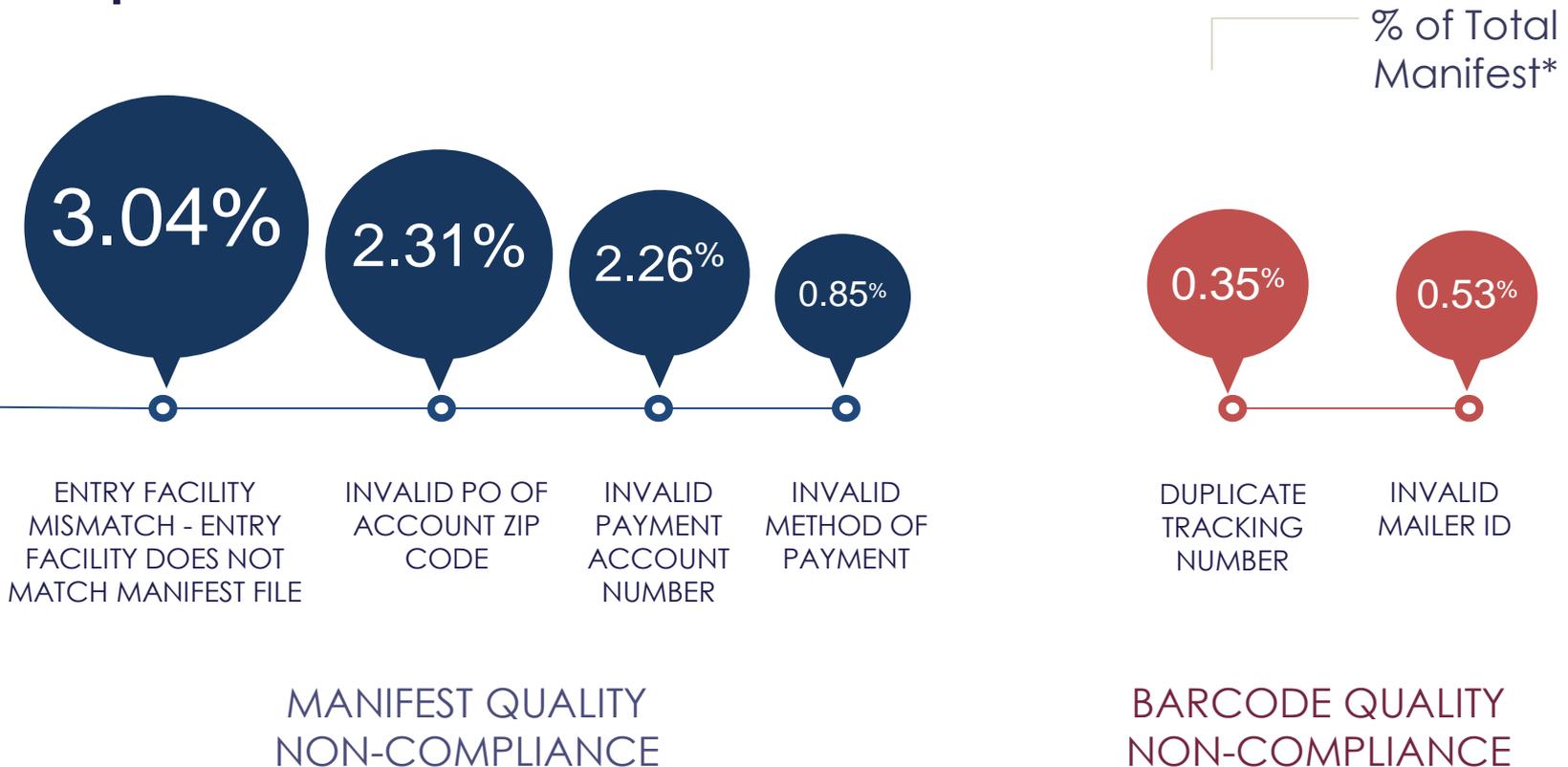
MQ Compliance Overview - June 2016



Performance reflects:

- 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.

Top 6 Issues June 2016

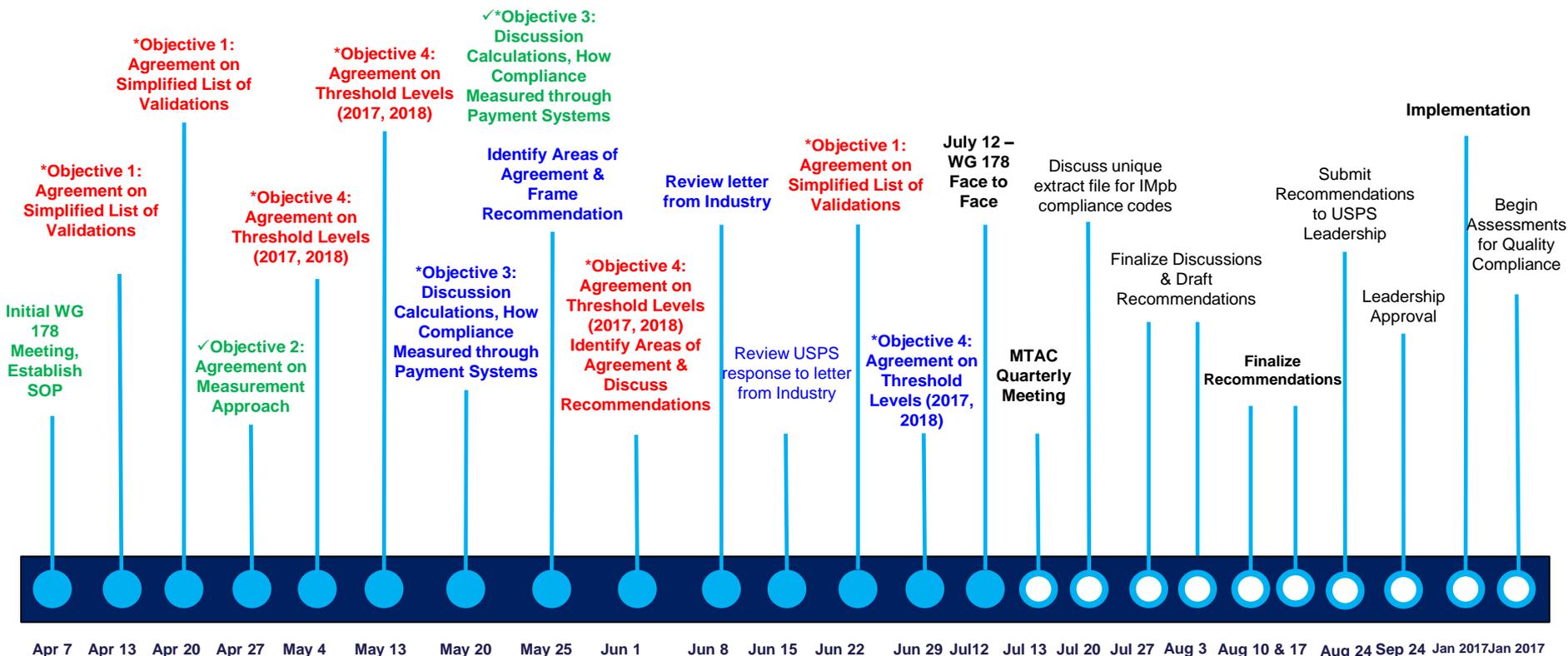


*Competitive Products Only

Discussion

Agreement

Recommendation



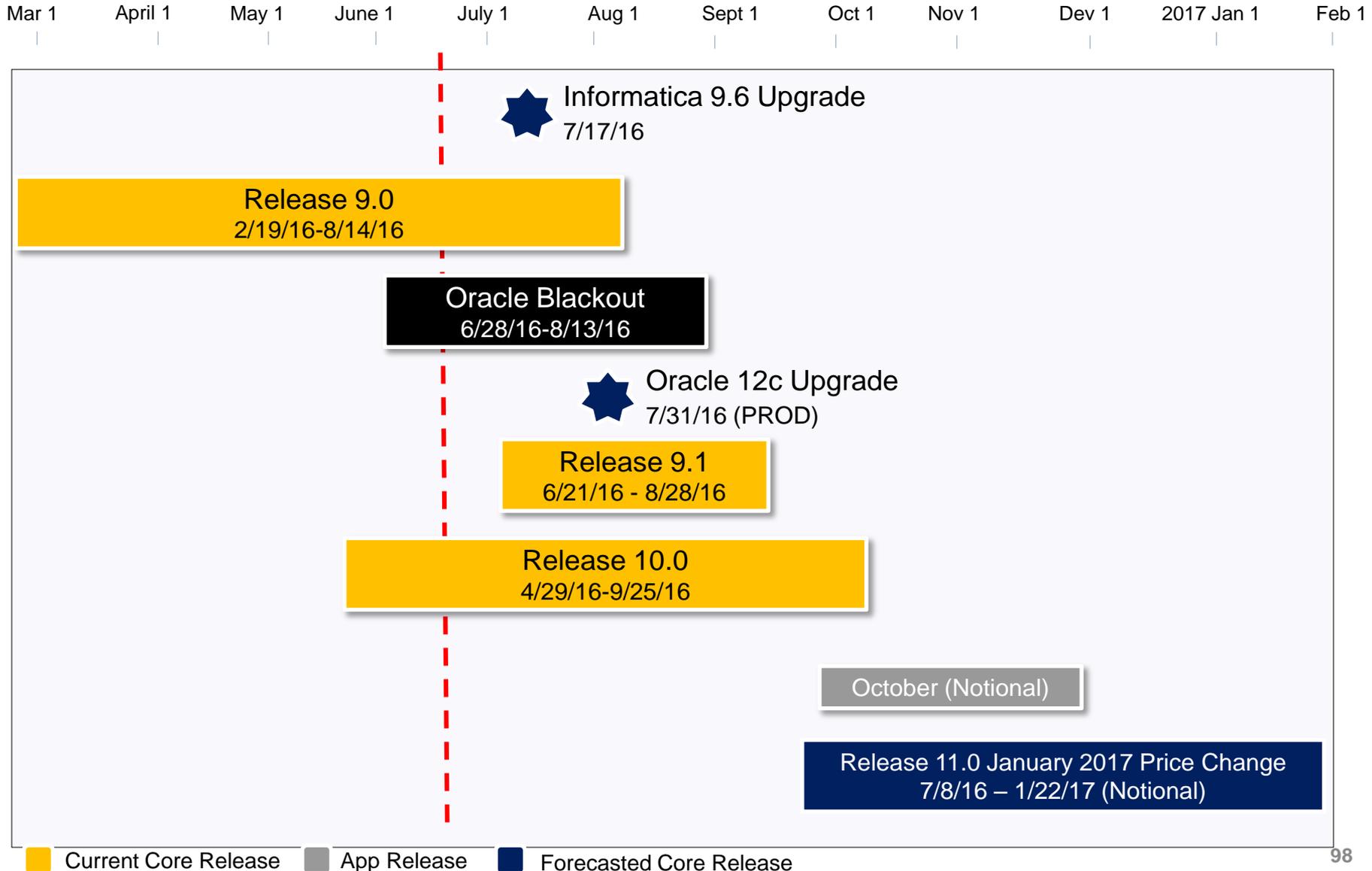
Communicating IMpb Quality Compliance requirements and performance through webinars, local outreach, and individual meetings with customers

- Continue sharing IMpb Quality summary reports and holding individual meetings with larger customers
 - Review performance
 - Identify improvement opportunities
- Monthly IMpb Quality customer educational webinars
 - Smaller customers, infrequent shippers
 - IMpb Quality Deep Dives
- MicroStrategy Reports available from BMEU employees
- IMpb Compliance Reports for Non-eVS Users coming August 2016
 - Accessible via Business Customer Gateway
- Leverage Marketing Managers at Areas and Districts



| Topic | Date | Time* |
|---|--------------------------------|---------------------|
| ✓ IMpb Compliance Quality Metrics – Overview | Thursday, March 17, 2016 | 11:30 AM - 12:30 PM |
| ✓ IMpb Quality Reports | Tuesday, March 29, 2016 | 11:00 AM -12:00 PM |
| ✓ IMpb Compliance Deep Drive – Barcode Quality | Tuesday, April 12, 2016 | 11:00 AM -12:00 PM |
| ✓ IMpb Compliance Deep Drive – Address Quality | Tuesday, April 26, 2016 | 11:00 AM -12:00 PM |
| ✓ IMpb Compliance Deep Drive – Manifest Quality (SFF) | Thursday , May 12, 2016 | 11:00 AM -12:00 PM |
| ✓ IMpb Compliance Deep Drive – Scan Event Extract File and IMpb ACS | Tuesday, May 24, 2016 | 11:00 AM -12:00 PM |
| ✓ IMpb Quality – Certification Process | Tuesday, June 07, 2016 | 11:00 AM -12:00 PM |
| ✓ IMpb Quality – Electronic Verification System (eVS) | Tuesday, June 21, 2016 | 11:00 AM -12:00 PM |
| IMpb Compliance General Update | Tuesday, July 19, 2016 | 11:00 AM -12:00 PM |
| IMpb Compliance Work Group #178 Recommendations | Tuesday, August 09, 2016 | 11:00 AM -12:00 PM |
| IMpb Compliance Implementation Plan | Tuesday, September 13, 2016 | 11:00 AM -12:00 PM |
| IMpb Compliance Quality Metrics – Recap | Tuesday, October 04, 2016 | 11:00 AM -12:00 PM |

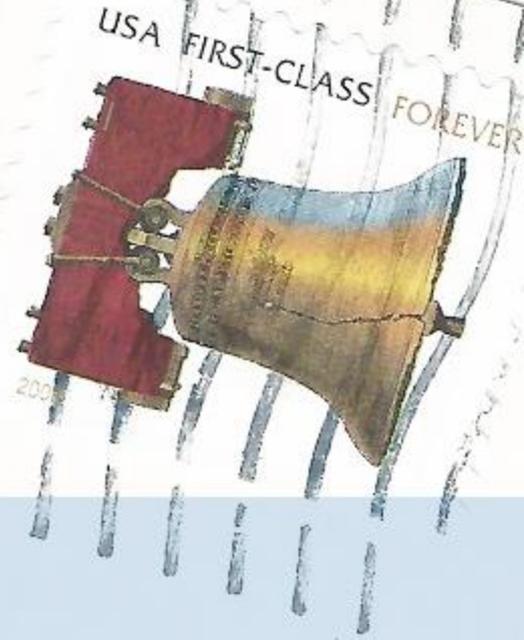
*Eastern Time Zone



PTR 7/17 Informatica 9.6 Upgrade Schedule

- **8:00 PM – 8:30 PM EST**
 - **Stop Ingest / Extract Processes**
 - **Shut down Informatica 9.1**
 - **Intranet alpha-numeric / non-tracking label lookup unavailable**
- **8:30 PM – 10:00 PM EST**
 - **Start Informatica 9.6 on all servers**
 - **Repoint configurations to updated Informatica 9.6 services**
 - **Restart Intranet to point to new Informatica services**
- **10:00 PM – 11:00 PM EST**
 - **Start Ingest / Extract Processes**
- **11:00 PM – 1:00 AM EST**
 - **Technical / Functional Validation**
- **All databases will remain available during the upgrade; however PTR will not be ingesting any new data.**

Address Management



Federal Register Notice

- Published July 1, 2016
 - <https://www.federalregister.gov/articles/2016/07/01/2016-15648/clarification-of-the-move-update-standard>
- Provides clarification to Move Update compliance requirements for:
 - MLNA – BCNO – Foreign Moves
 - NCOA^{Link}® Return Codes
 - Use of ACS Notifications for non-DPV confirmed addresses
 - COAs greater than 18-Months in age
 - Legal Restraint authorized mailers' use of exclusive MIDs in conjunction with Seamless Acceptance

Update

- NCSC provided SHA-256 format of “Link” products in January 2016 available for all licensees
- Approximately 25% of developers are now testing
- All systems must be transitioned to SHA-256 no later than **July 1, 2017**
- SHA-1 and SHA-256 products to run parallel during transition period
- No CASST™ certification required prior to vendor release or mailer use of SHA-256 products
 - Seamless transition to mailers

NCOALink®

- The 100 Unique Names & Addresses Rule is being evaluated Legal & Privacy
- Proposal to change minimum to 50 records

CASS™ Cycle-O Topics for Consideration

- New Types of Military Addresses
 - UMR – Unit Mail Room
 - OMC – Official Mail Center
- Door Not Accessible (DNA) & No Secure Location (NSL)
- SHA-256 Conversion
- Survey being developed to determine necessity and impacts of performing Cycle O

Significant Milestones

| | |
|--|----------------|
| Partners in Tomorrow Developers Meeting | September 2016 |
| Official Rules Release | November 2016 |
| Stage II Test Release | May 2017 |
| CASS Developers Certification Completed | December 2017 |
| MASS Manufacturers Certification Completed | January 2018 |
| Software Released to End-Users NLT | March 2018 |
| Implementation of CASS Cycle O | August 1, 2018 |

- IMpb ACS or Traditional ACS (with an IMpb) customers can see additional UAA tracking information for their parcels
- CFS/PARS events provide the date and time processed, the location of the CFS/PARS site, and the disposition of the parcel – Forwarded or Returned to Sender

Product & Tracking Information

| DATE & TIME | STATUS OF ITEM | LOCATION |
|---|--------------------------------------|---------------------------|
| April 29, 2016 , 8:52 am | Delivered, In/At Mailbox | WISCONSIN DELLS, WI 53965 |
| Your item was delivered in or at the mailbox at 8:52 am on April 29, 2016 in WISCONSIN DELLS, WI 53965. | | |
| April 29, 2016 , 7:43 am | Out for Delivery | WISCONSIN DELLS, WI 53965 |
| April 27, 2016 , 12:46 am | Arrived at USPS Destination Facility | PHOENIX, AZ 85043 |
| April 26, 2016 , 5:08 pm | Forward Processed | PHOENIX, AZ 85034 |
| April 25, 2016 , 10:36 am | Forwarded | SUN CITY WEST, AZ |
| April 19, 2016 , 9:23 am | Notice Left | SUN CITY WEST, AZ 85375 |
| April 19, 2016 , 8:50 am | Out for Delivery | SUN CITY WEST, AZ 85375 |

CFS/PARS Scan

Delivery Unit Scans

Product & Tracking Information

| DATE & TIME | STATUS OF ITEM | LOCATION |
|--|--------------------------------------|------------------------|
| May 21, 2016 , 4:45 am | Departed USPS Facility | CHICAGO METRO HUB |
| Your item departed our USPS facility in CHICAGO METRO HUB on May 21, 2016 at 4:45 am. The item is currently in transit to the destination. | | |
| May 21, 2016 , 3:42 am | Arrived at USPS Facility | CAROL STREAM, IL 60199 |
| May 20, 2016 , 10:55 pm | Arrived at USPS Facility | CHICAGO METRO HUB |
| May 19, 2016 , 5:35 pm | Arrived at USPS Destination Facility | PHOENIX, AZ 85042 |
| May 19, 2016 , 11:22 am | Return to Sender Processed | PHOENIX, AZ 85034 |
| May 12, 2016 , 11:31 am | Forwarded | ALBUQUERQUE, NM |
| May 11, 2016 , 9:23 am | Undeliverable as Addressed | ALBUQUERQUE, NM 87111 |

CFS/PARS Scan

Delivery Unit Scans

- Parcels endorsed Change Service Requested that are treated as “Waste” are not reported in PTR at this time.
- Waste parcels will be included once the proper wording for display on PTR is determined
- UAA process reporting will soon expand to include all UAA parcels with an IMpb (not just ACS participants).

Improvements in Address Quality Methodologies and ACS Best Practices

- Work Group extended to 8/31/2016
- The Final DRAFT of the updated MTAC WG 97 Best Practices in Address Quality document is complete
- Review of the AMEE White Paper on ACS is complete and a draft with all recommended changes is in progress
- A new name for the AMEE White Paper has yet to be determined

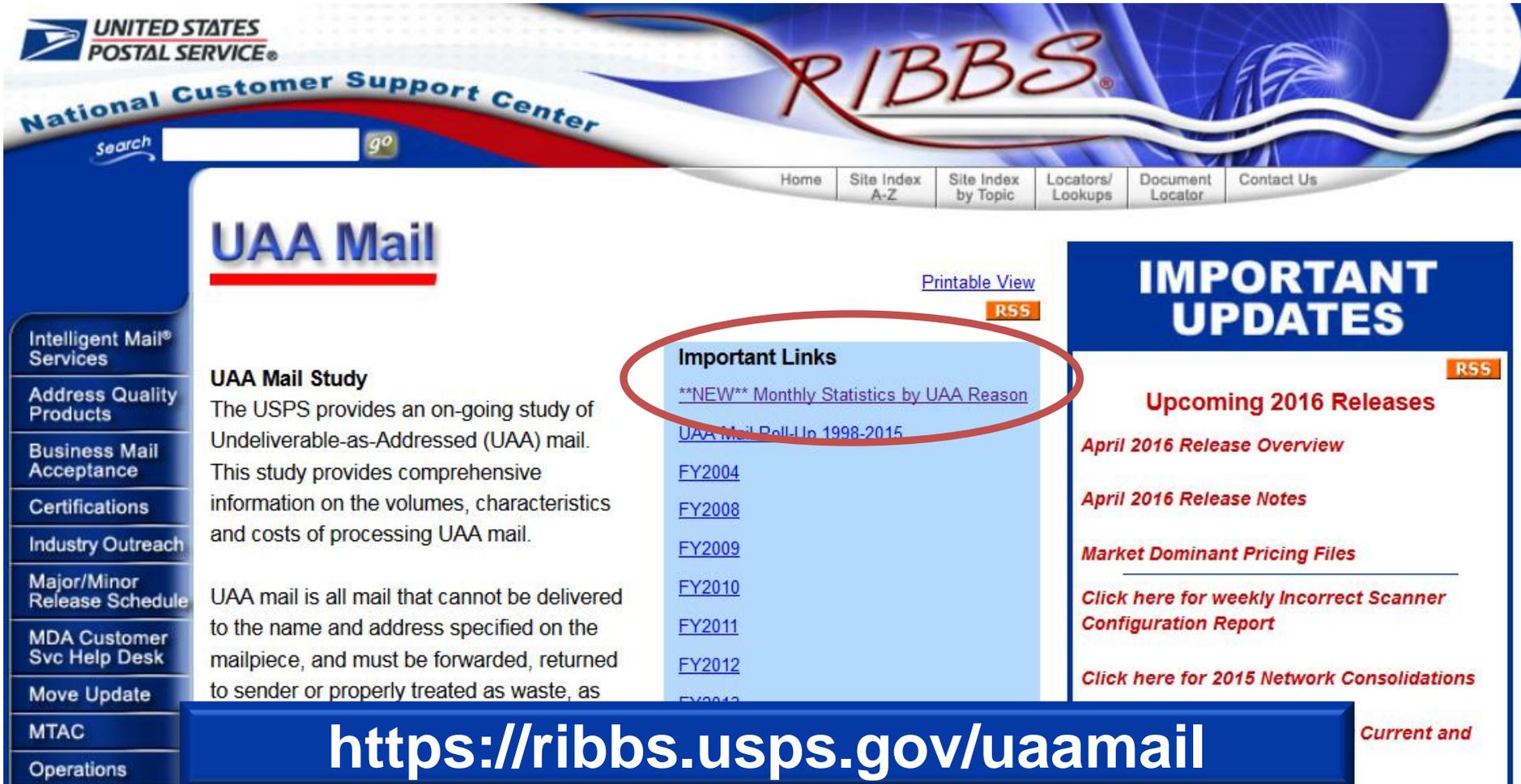
Improving Accuracy & Use of UAA Reason Codes

- Recommended the creation and distribution of an internal communication “blitz” regarding UAA reasons and their appropriate use/meaning
- The informational video for USPS TV and matching screen savers to be released in Sept/Oct 2016
- An “UAA Dashboard” for USPS Management to view UAA statistics by UAA Reason down to the Delivery Units, ZIP Codes, and Carrier Routes. Reporting will include incidents of conflicting UAA Nixie notices:
 - Addressing issue UAA reasons for mail with a valid DPV
 - ✓ (N - No Such Number/Street, I-Insufficient Address)
 - High ratio of “Q - Unable to Forward” to other Nixie Reasons
 - ✓ (potential ‘batching’ of UAA or mail prep/processing issues)
 - Multiple UAA notices from a single delivery point
 - ✓ (potential ‘Moved Left No Address’ or ‘Box Closed No Order’)

Exploring Solutions for UAA Mail from Higher Education

- Mail for students leaving college each year must be redirected by the schools
- Forces mail into the manual processing stream
- The mailing industry does not have access to the address correction information, except through returned mail or contact with the student
- First Step: Completed
 - Sample addresses from 5 participating schools have been evaluated for address standardization and DPV confirmation
- Next Step:
 - Explore options to reduce the UAA mail by providing change-of-address information to mailers
 - The College & University addresses MUST DPV confirm for this to be successful

Monthly Statistics by UAA Reason are available on RIBBS



The screenshot shows the RIBBS website interface. At the top, there is a navigation bar with the USPS logo and the text "National Customer Support Center". Below this is a search bar and a menu with links: Home, Site Index A-Z, Site Index by Topic, Locators/ Lookups, Document Locator, and Contact Us. The main content area is titled "UAA Mail" and features a sidebar on the left with links to "Intelligent Mail® Services", "Address Quality Products", "Business Mail Acceptance", "Certifications", "Industry Outreach", "Major/Minor Release Schedule", "MDA Customer Svc Help Desk", "Move Update", "MTAC", and "Operations". The main content area includes a "UAA Mail Study" section with a description of the study and a list of "Important Links" under a red circle. The links include "**NEW** Monthly Statistics by UAA Reason" (circled in red), "UAA Mail Roll-Up 1998-2015", and fiscal years from FY2004 to FY2012. To the right, there is an "IMPORTANT UPDATES" section with an "RSS" button and a list of "Upcoming 2016 Releases" including "April 2016 Release Overview", "April 2016 Release Notes", "Market Dominant Pricing Files", "Click here for weekly Incorrect Scanner Configuration Report", and "Click here for 2015 Network Consolidations". A blue banner at the bottom contains the URL "https://ribbs.usps.gov/uaamail" and the text "Current and".

UAA Mail

[Printable View](#) [RSS](#)

Important Links

- [**NEW** Monthly Statistics by UAA Reason](#)
- [UAA Mail Roll-Up 1998-2015](#)
- [FY2004](#)
- [FY2008](#)
- [FY2009](#)
- [FY2010](#)
- [FY2011](#)
- [FY2012](#)

IMPORTANT UPDATES [RSS](#)

Upcoming 2016 Releases

- [April 2016 Release Overview](#)
- [April 2016 Release Notes](#)
- [Market Dominant Pricing Files](#)
- [Click here for weekly Incorrect Scanner Configuration Report](#)
- [Click here for 2015 Network Consolidations](#)

https://ribbs.usps.gov/uaamail *Current and*

MAR 2016 Nixie Volume

| Nixie Code | Nixie Description | Spaces (no routing information) | % Spaces | 5 Digit Only (blank +4) | % 5 Digit | 9 Digit Only (No DPBC) | % 9 Digit | 11 digit only (full barcode) | % Complete Barcode | Total | % |
|------------|--|---------------------------------|----------|-------------------------|-----------|------------------------|-----------|------------------------------|--------------------|------------|--------|
| A | Attempted, not known | 143,429 | 2.02% | 231,969 | 3.26% | 17,278 | 0.24% | 6,713,867 | 94.47% | 7,106,610 | 21.40% |
| E | In Dispute | 56 | 0.38% | 1,012 | 6.83% | 32 | 0.22% | 13,708 | 92.57% | 14,809 | 0.05% |
| I | Insufficient address | 80,965 | 2.79% | 357,579 | 12.34% | 7,013 | 0.24% | 2,452,694 | 84.62% | 2,898,389 | 8.73% |
| L | Illegible | 284 | 1.88% | 961 | 6.37% | 49 | 0.33% | 13,801 | 91.43% | 15,095 | 0.05% |
| M | No mail receptacle | 23,315 | 2.38% | 259,409 | 26.47% | 3,229 | 0.33% | 693,873 | 70.81% | 979,855 | 2.95% |
| N | No such number | 41,640 | 3.20% | 638,413 | 49.02% | 7,992 | 0.61% | 614,146 | 47.16% | 1,302,263 | 3.92% |
| P | Deceased | 10,596 | 13.80% | 995 | 1.30% | 76 | 0.10% | 65,135 | 84.81% | 76,803 | 0.23% |
| Q | Not deliverable as addressed/unable to | 450,070 | 2.75% | 614,635 | 3.75% | 55,914 | 0.34% | 15,276,033 | 93.16% | 16,396,893 | 49.38% |
| R | Refused | 75,068 | 23.27% | 9,161 | 2.84% | 583 | 0.18% | 237,731 | 73.71% | 322,545 | 0.97% |
| S | No such street | 18,104 | 4.75% | 228,984 | 60.04% | 1,590 | 0.42% | 132,703 | 34.79% | 381,418 | 1.15% |
| U | Unclaimed | 14,956 | 2.35% | 21,870 | 3.43% | 4,758 | 0.75% | 596,319 | 93.48% | 637,912 | 1.92% |
| V | Vacant | 26,952 | 0.88% | 42,759 | 1.39% | 2,438 | 0.08% | 3,003,507 | 97.65% | 3,075,667 | 9.26% |
| Total | | 885,435 | 2.67% | 2,407,747 | 7.25% | 100,952 | 0.30% | 29,813,517 | 89.78% | 33,208,259 | 100% |

- Report is the same format used by MTAC WG 171 to study the UAA Reason Accuracy and Use
- Breakdown by ZIP Code depth of sort in the barcode
- UAA statistics reporting by industry is in progress

| 11 digit matching to High-rise Default | % High-Rise Default | Full Barcode was all 0's | % of 11 digits All 0's | Full Barcode was all 9's | % of 11 digits All 9's |
|--|---------------------|--------------------------|------------------------|--------------------------|------------------------|
| 879,179 | 13.10% | 26 | 0.00% | 25 | 0.00% |
| 1,591 | 11.61% | - | 0.00% | - | 0.00% |
| 1,715,561 | 69.95% | 27 | 0.00% | 80 | 0.00% |
| 1,759 | 12.75% | - | 0.00% | - | 0.00% |
| 36,125 | 5.21% | 11 | 0.00% | 4 | 0.00% |
| 137,040 | 22.31% | 23 | 0.00% | 8 | 0.00% |
| 2,062 | 3.17% | - | 0.00% | - | 0.00% |
| 1,510,711 | 9.89% | 79 | 0.00% | 117 | 0.00% |
| 18,465 | 7.77% | - | 0.00% | 1 | 0.00% |
| 19,434 | 14.65% | 8 | 0.01% | 13 | 0.01% |
| 66,743 | 11.19% | - | 0.00% | 1 | 0.00% |
| 121,857 | 4.06% | 7 | 0.00% | 2 | 0.00% |
| 4,510,527 | 15.13% | 181 | 0.00% | 251 | 0.00% |

**Industry
Questions or
Feedback?**

Enterprise Analytics MTAC

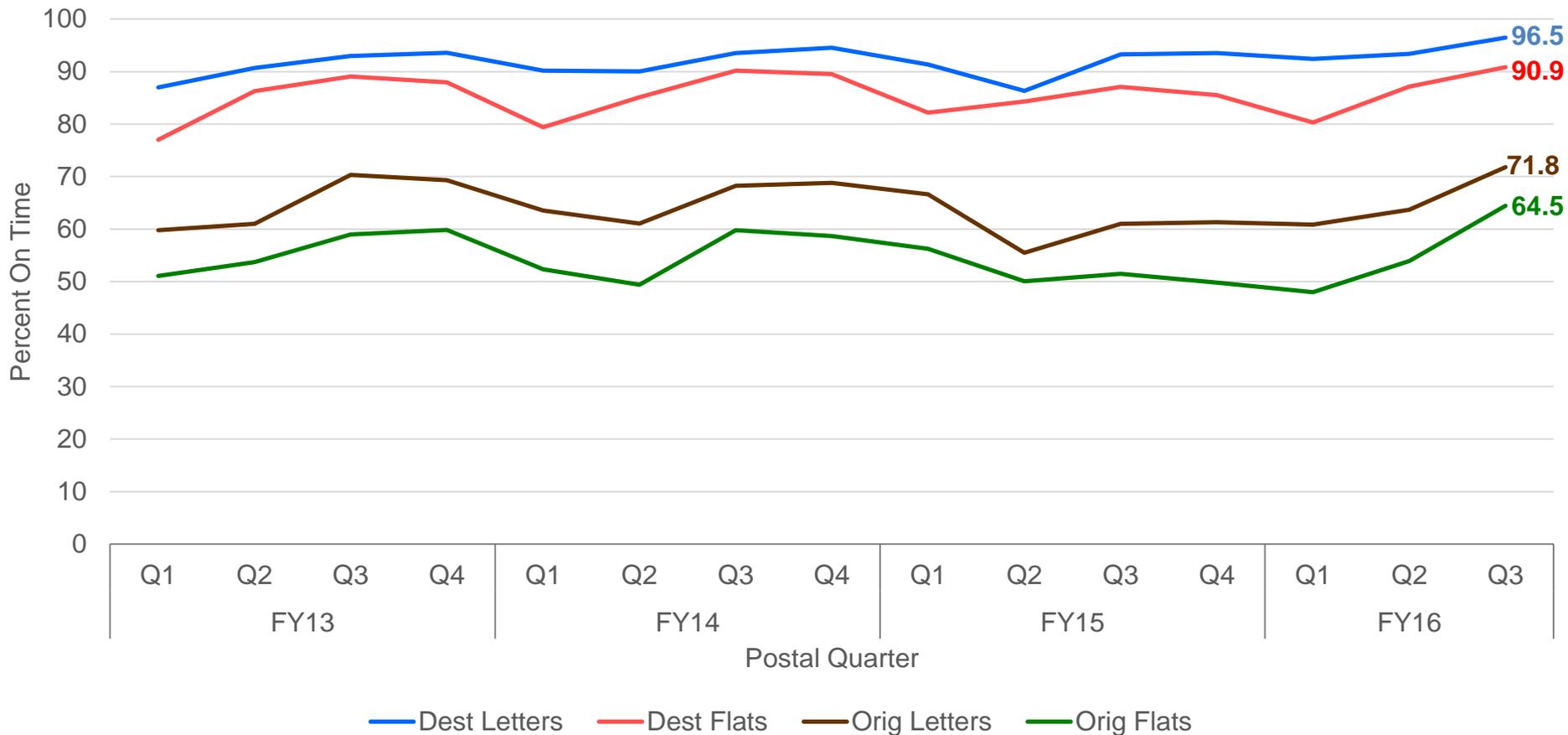


July 13, 2016

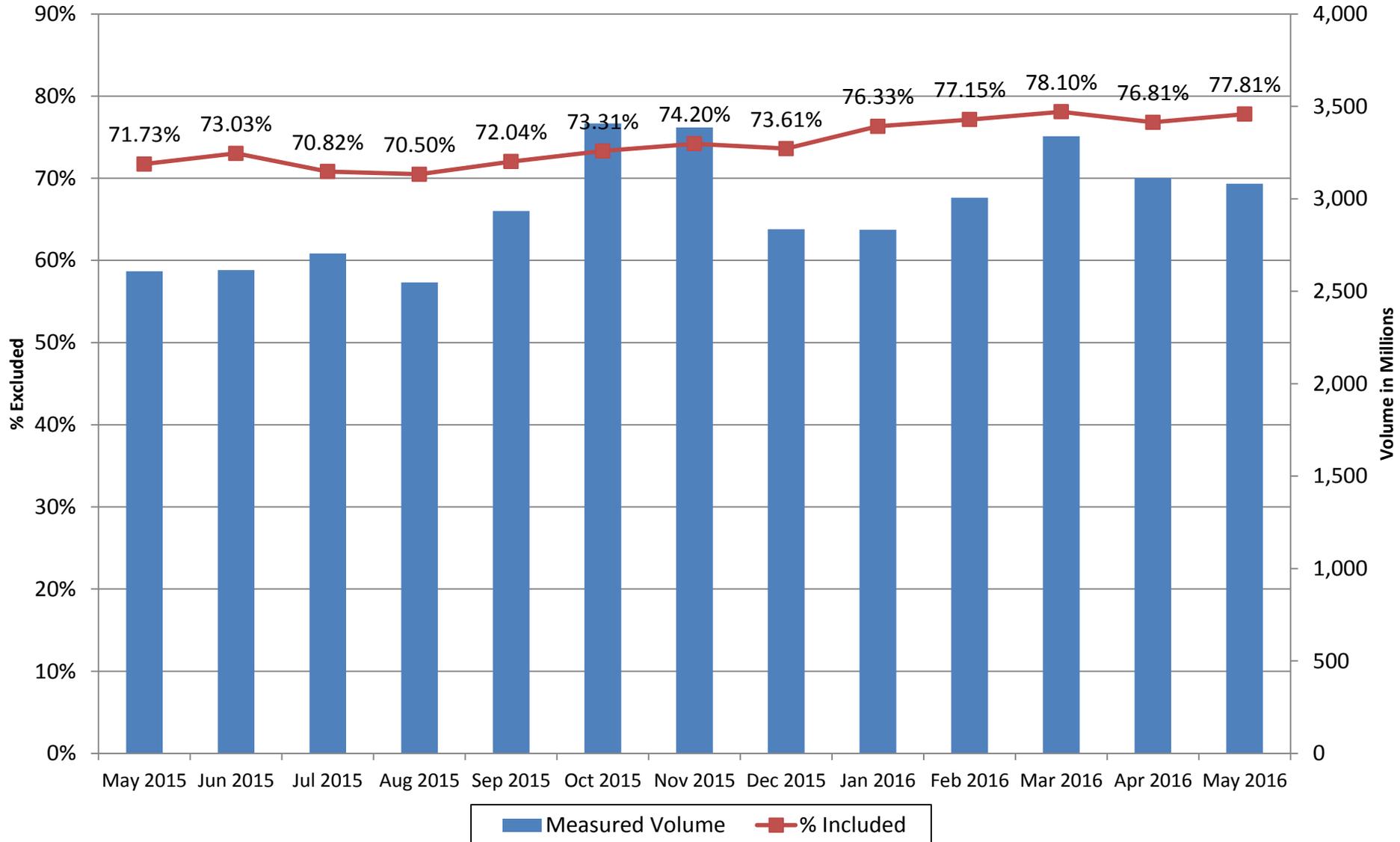
Standard Mail

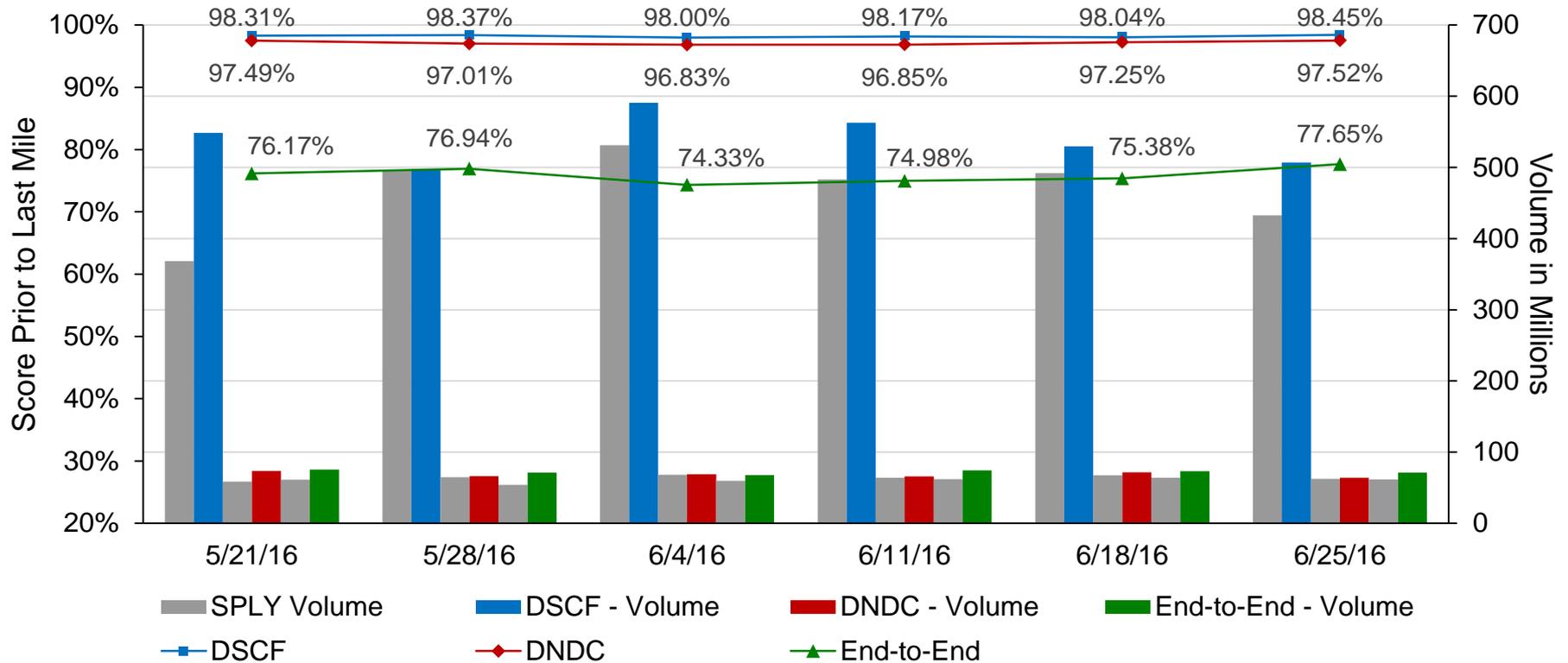


Standard Mail® FY13 thru FY16 Performance By Quarter



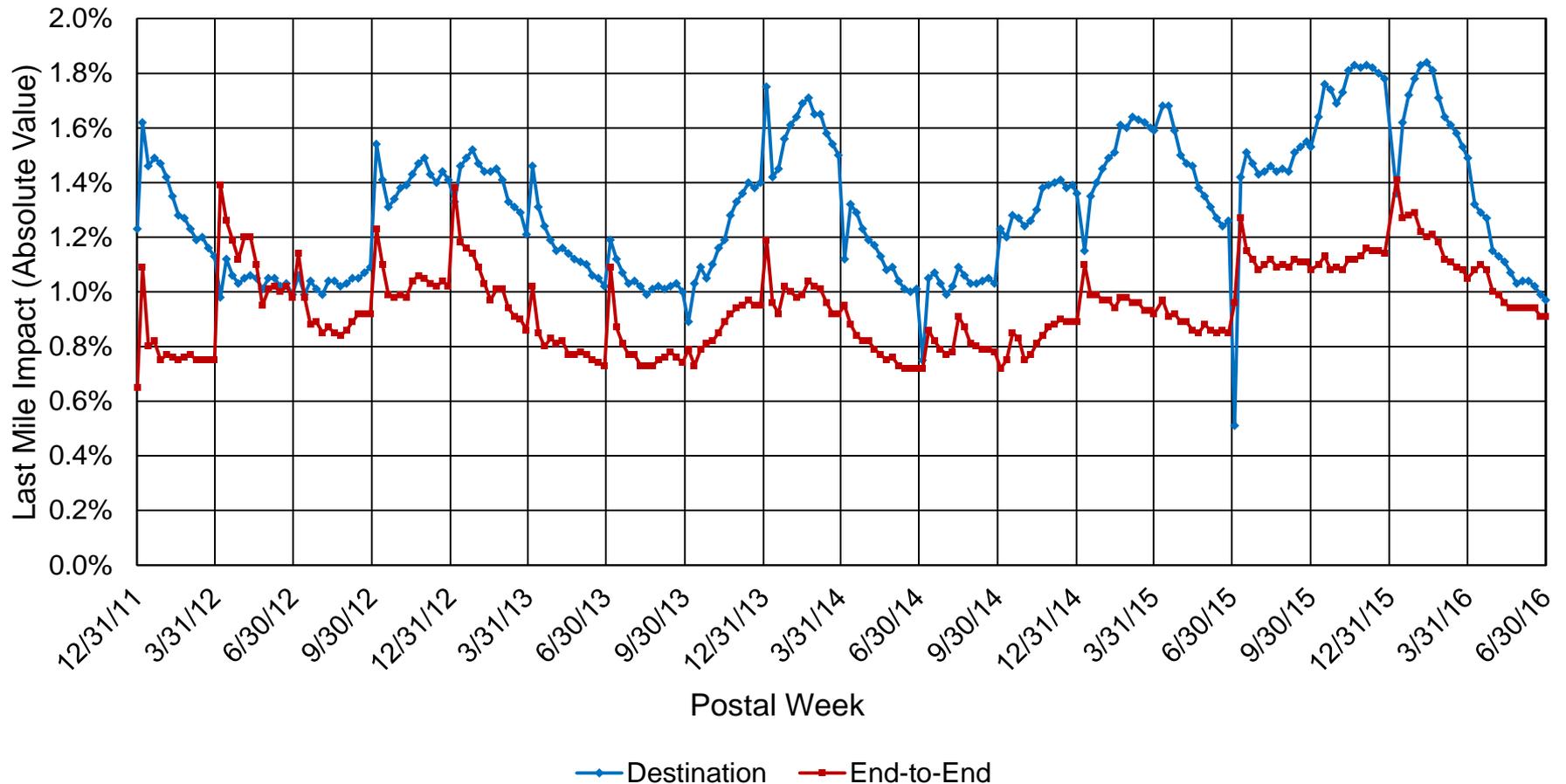
Standard Mail Letters



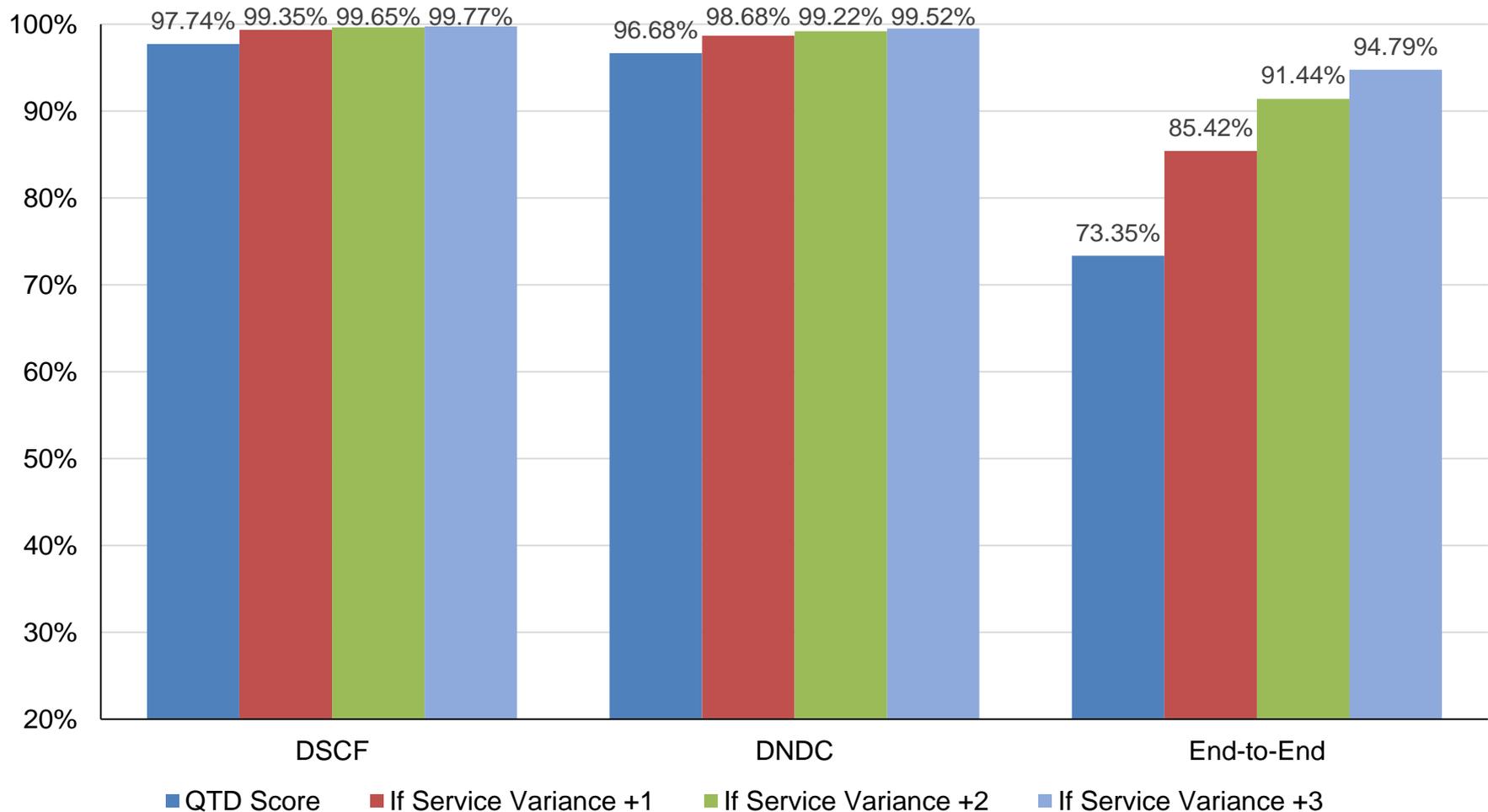


| Q3 TD | Total Pieces Measured | Processing On-Time | Last Mile Impact | Overall Score | Target Score | SPLY Pieces Measured | Volume Change | SPLY Overall QTD Score | SPLY Change |
|--------------|-----------------------|--------------------|------------------|---------------|---------------|----------------------|---------------|------------------------|--------------|
| SCF Letters | 7,264,627,434 | 97.74% | -0.98% | 96.76% | 91.00% | 6,267,911,815 | 15.90% | 93.45% | 3.31% |
| NDC Letters | 970,993,455 | 96.68% | -0.88% | 95.80% | 91.00% | 874,163,520 | 11.08% | 92.12% | 3.68% |
| E2E Letters | 968,789,698 | 73.35% | -0.91% | 72.44% | 91.00% | 791,882,891 | 22.34% | 61.03% | 11.41% |
| Total | 9,204,410,587 | | | 93.06% | 91.00% | 7,933,958,226 | 16.01% | 88.45% | 4.61% |

Last Mile Impact Trend



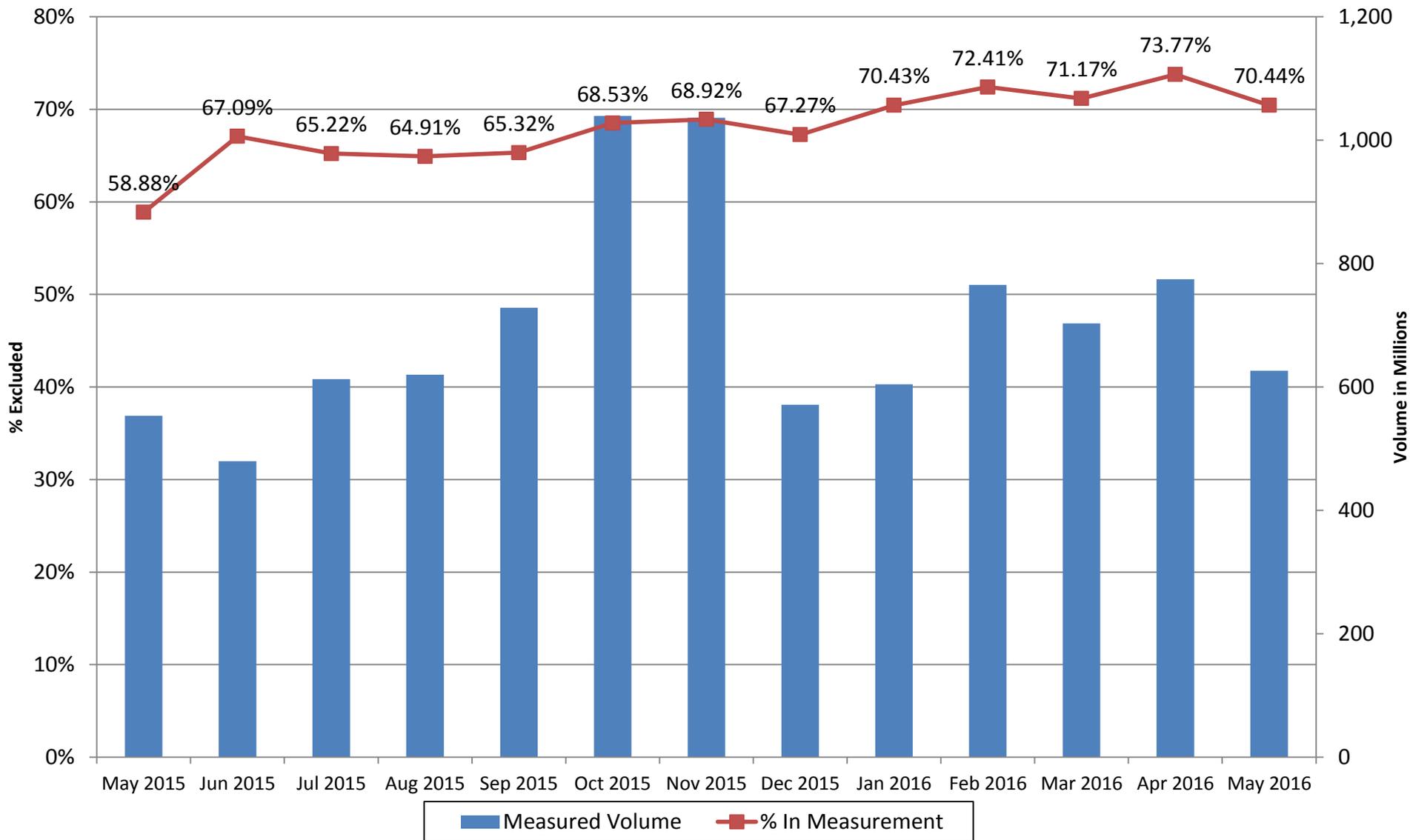
QTD DSCF and DNDC Standard Letters scores would be above **98.68% (prior to last mile)**, if pieces that failed by 1 day passed



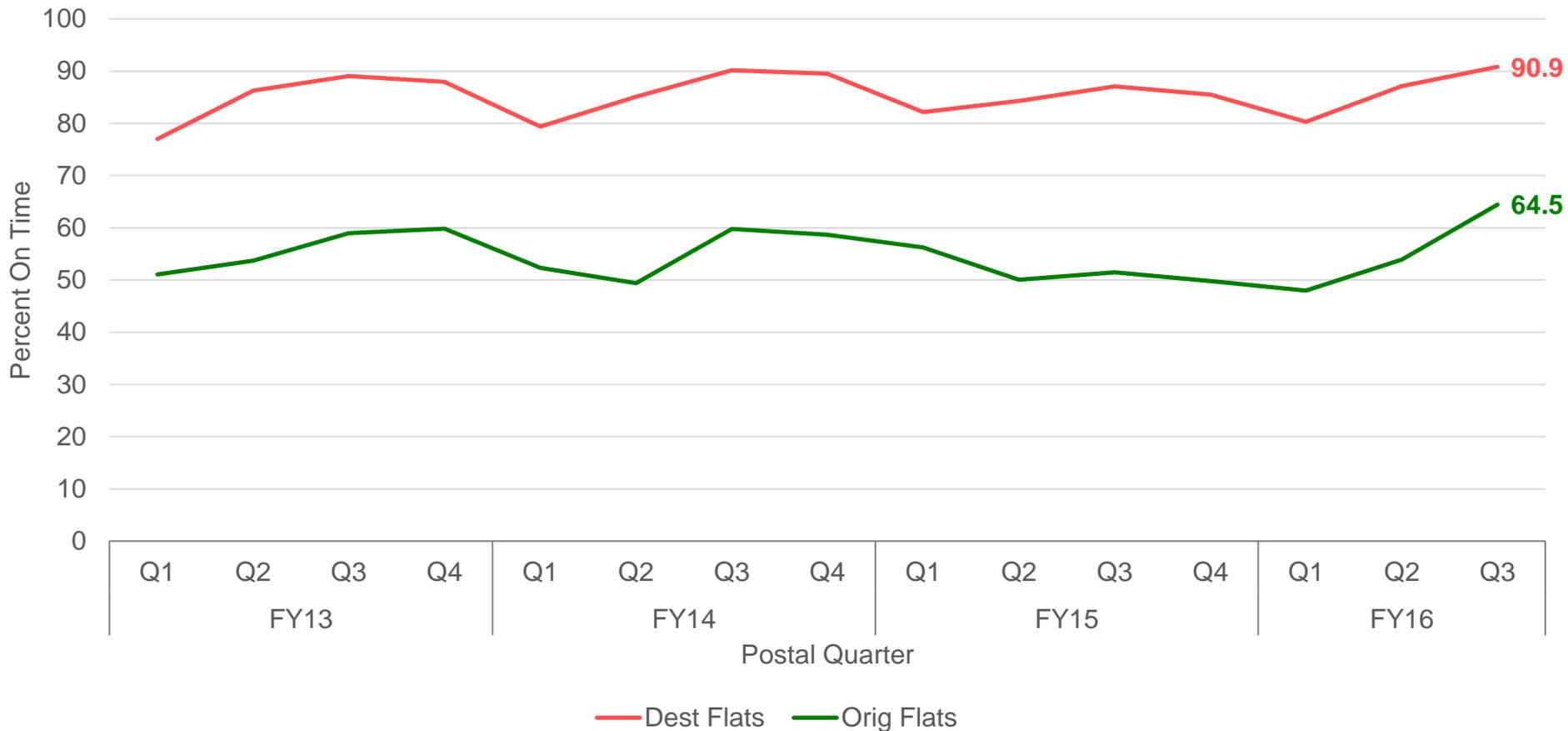
Standard Mail Flats

Standard Mail Flats

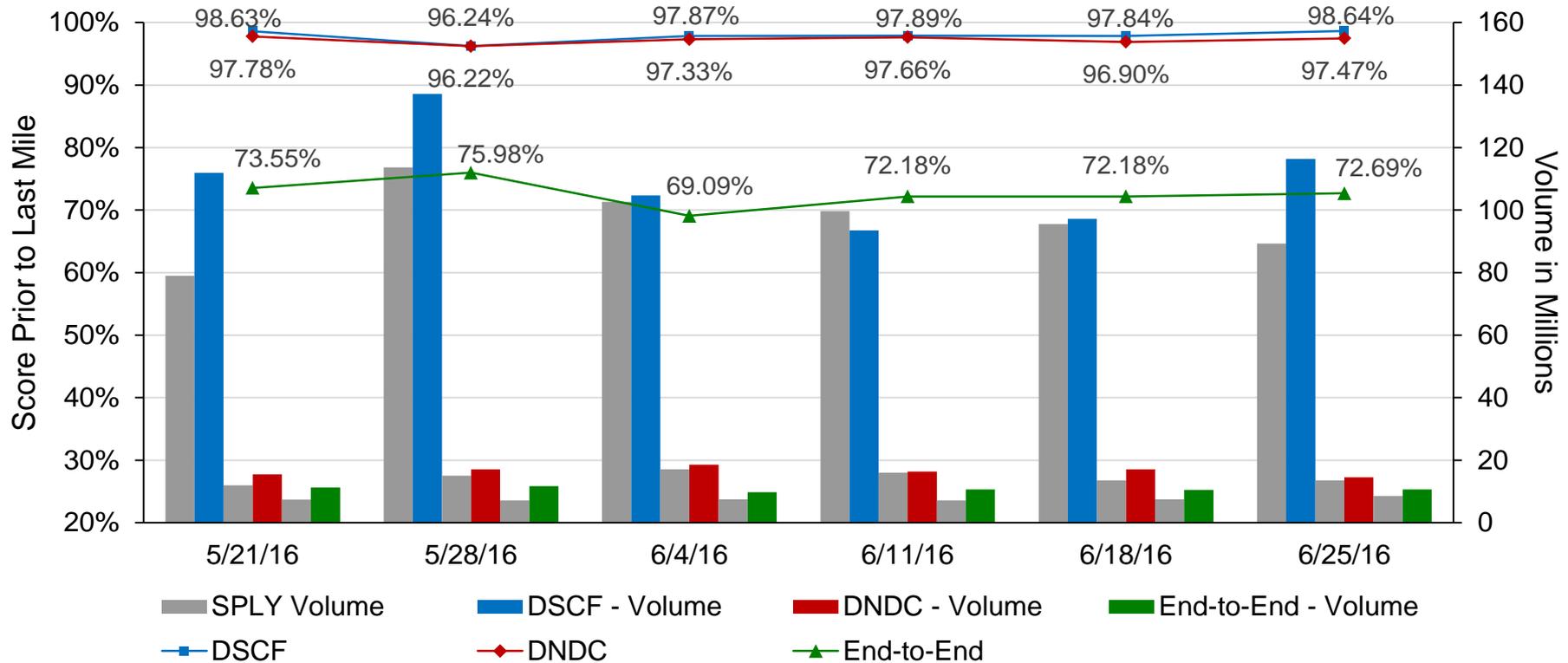
Full Service Volume In Measurement Trend



Standard Mail® FY13 to FY16 Performance By Quarter

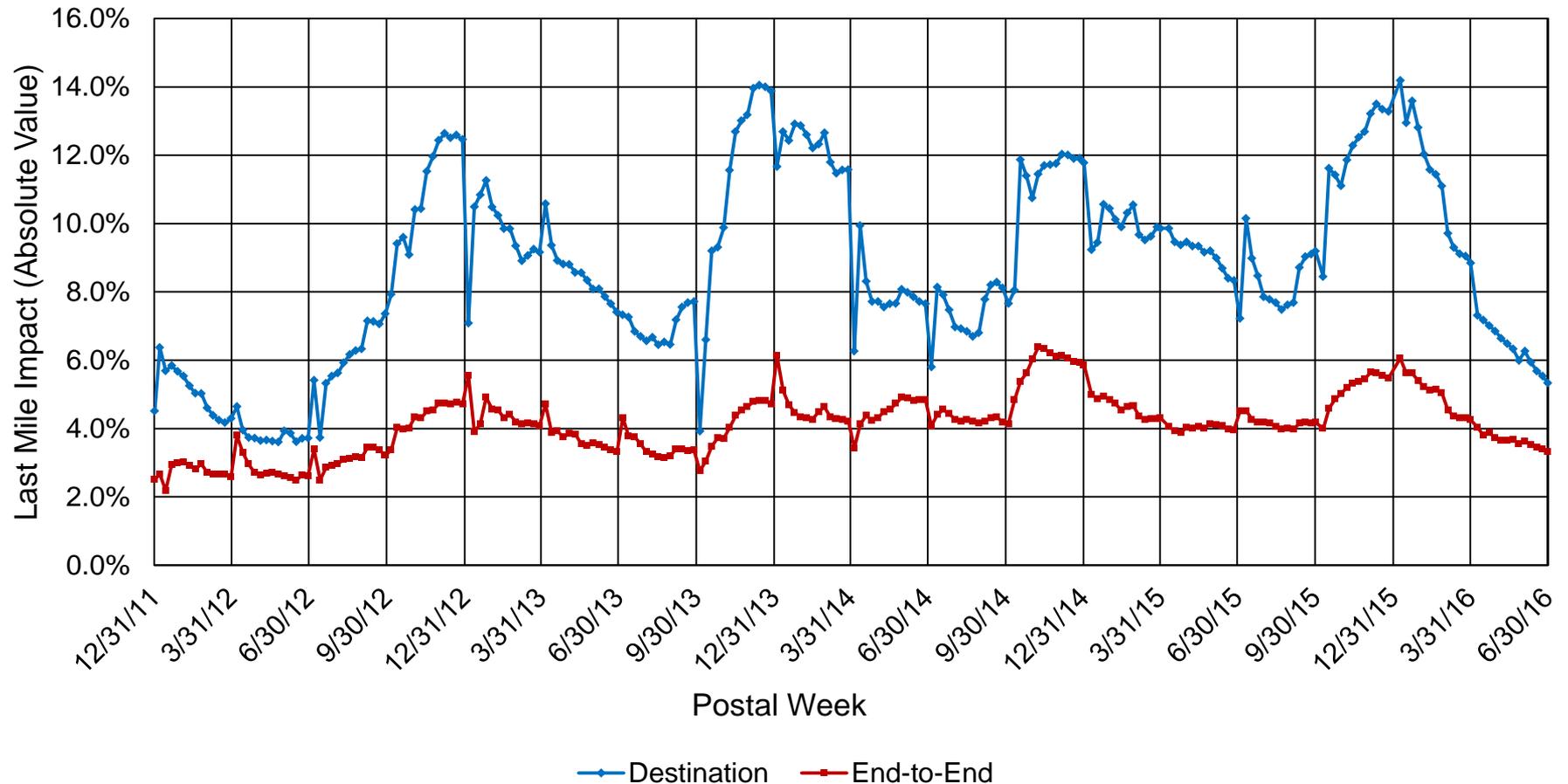


• FY16 Q2 through 06/10/16

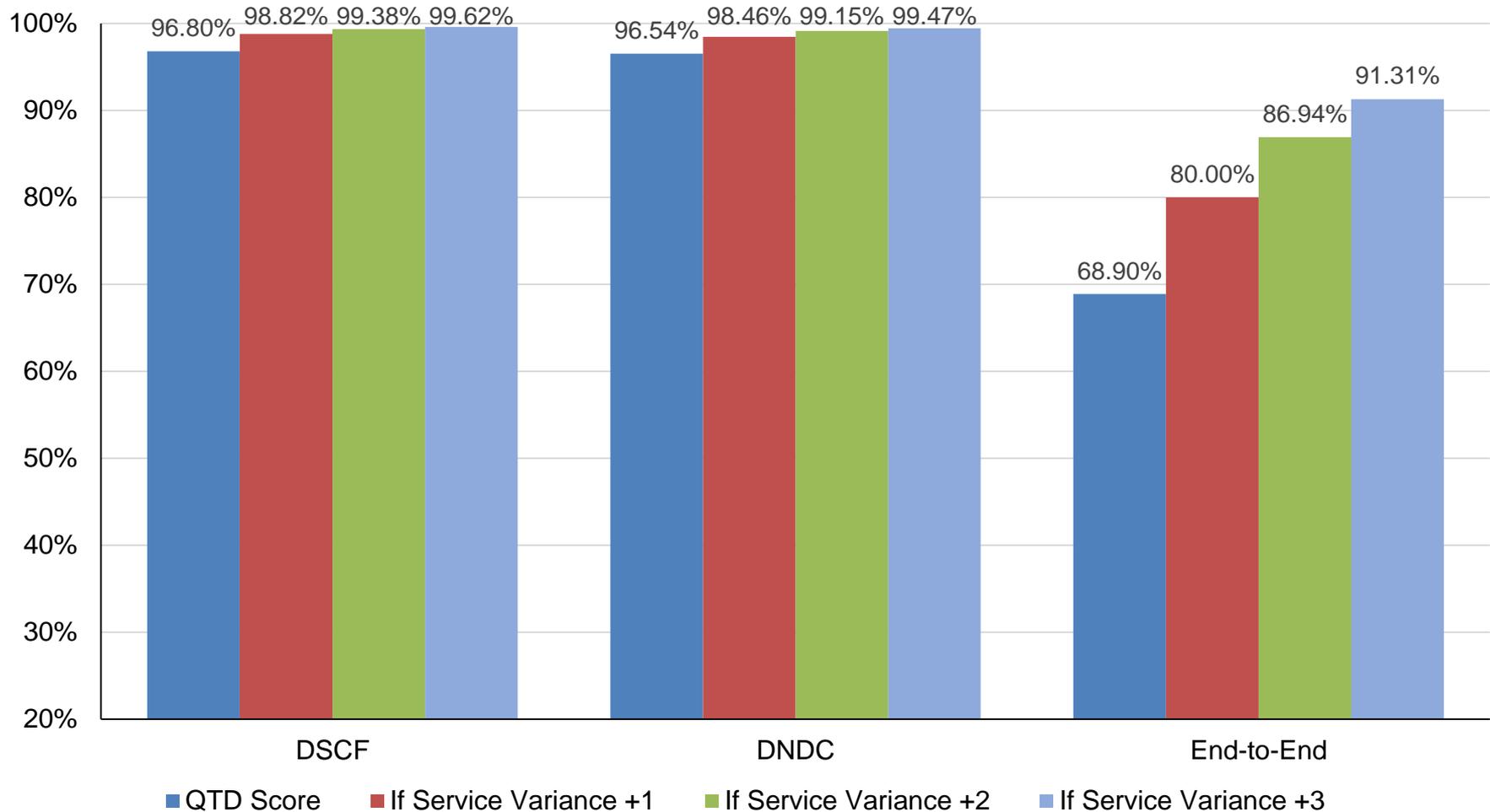


| Q3 TD | Total Pieces Measured | Processing On-Time | Last Mile Impact | Overall Score | Target Score | SPLY Pieces Measured | Volume Change | SPLY Overall QTD Score | SPLY Change |
|--------------|-----------------------|--------------------|------------------|---------------|---------------|----------------------|---------------|------------------------|--------------|
| SCF Flats | 1,618,839,504 | 96.80% | -5.55% | 91.25% | 91.00% | 1,378,244,452 | 17.46% | 85.91% | 5.34% |
| NDC Flats | 229,101,272 | 96.54% | -2.92% | 93.62% | 91.00% | 195,065,748 | 17.45% | 87.32% | 6.30% |
| E2E Flats | 143,117,981 | 68.90% | -3.31% | 65.59% | 91.00% | 100,339,325 | 42.63% | 51.46% | 14.13% |
| Total | 1,991,058,757 | | | 88.63% | 91.00% | 1,673,649,525 | 18.97% | 82.48% | 6.15% |

Last Mile Impact Trend



QTD DSCF and DNDC Standard Flats scores would be above 98.46%
(prior to last mile), if pieces that failed by 1 day passed



Note: Service performance results before Last Mile

Continued Transparency on Service Performance

USPS.com Performance Trends

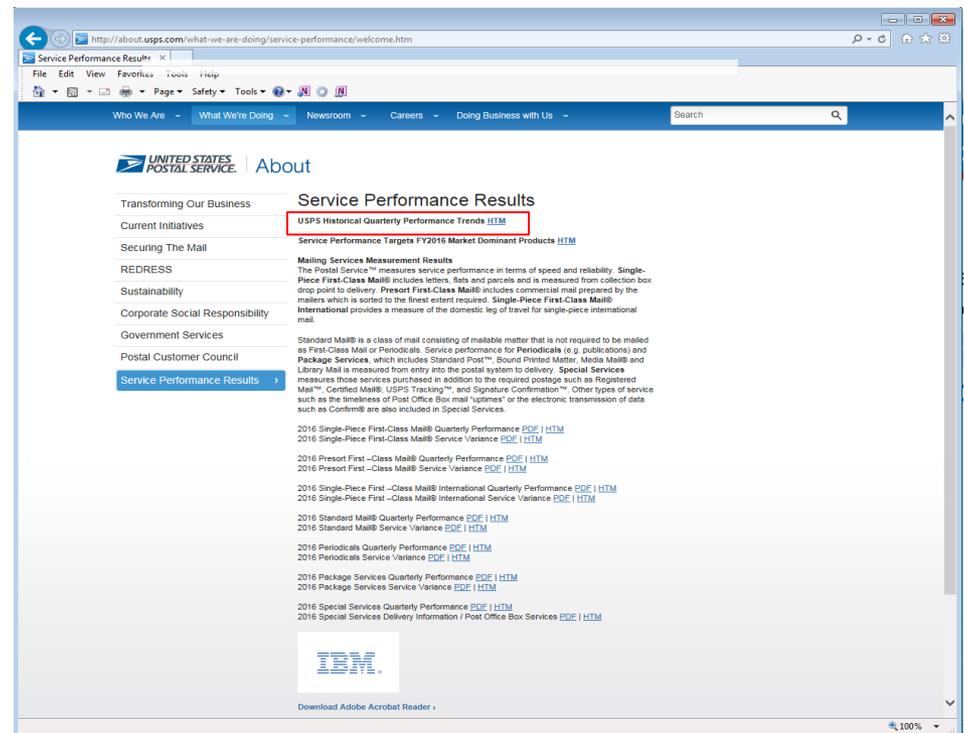
USPS is committed to transparency and to report service performance scores which are easily accessible and readily available

- The new USPS.com Historical Quarterly Performance Trends web report provides easy access to historical service performance results
- The report allows stakeholders to put current performance in context by visualizing data in trend charts
- The user can select mail class, geography of interest, and desired time period, for display in trend or table format

Location on USPS.com

The Historical Quarterly Performance Trends will be available through the existing portal on about.usps.com

- Hyperlink has been created for the new Historical Quarterly Performance Trends web report

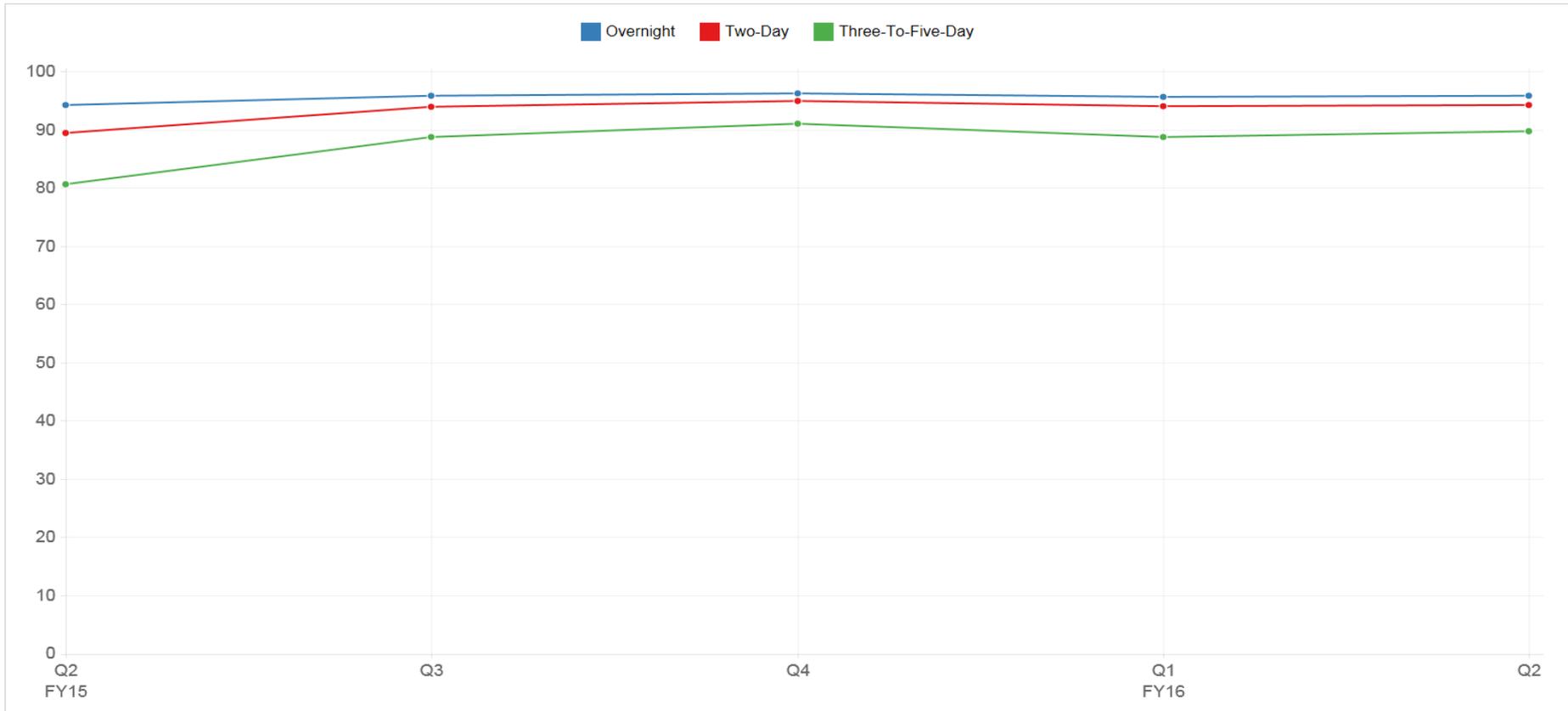


- Link to current page:
<http://about.usps.com/what-we-are-doing/service-performance/welcome.htm>

Trend Format

| | | | |
|--|------------------------------|---|--|
| Trends Display Mode <input checked="" type="radio"/> Chart <input type="radio"/> Table | | Mail Class Presort First-Class Mail® | Geography Nation |
| Start Period FY15 Q2 | End Period FY16 Q2 | Data Series <input checked="" type="checkbox"/> Overnight <input checked="" type="checkbox"/> Two-Day <input checked="" type="checkbox"/> Three-To-Five-Day | Performance Targets <input checked="" type="radio"/> Hide <input type="radio"/> Show |

Presort First-Class Mail®
Nation On-Time Performance from FY15 Q2 through FY16 Q2



¹ Presort First-Class™ Parcels were categorized as a competitive product as of October 3, 2011, and are no longer included in Presort First-Class Mail® scores.

Table Format

| | | | |
|--|------------------------------|---|--|
| Trends Display Mode <input type="radio"/> Chart <input checked="" type="radio"/> Table | | Mail Class Presort First-Class Mail® | Geography Nation |
| Start Period FY15 Q2 | End Period FY16 Q2 | Data Series <input checked="" type="checkbox"/> Overnight <input checked="" type="checkbox"/> Two-Day <input checked="" type="checkbox"/> Three-To-Five-Day | Performance Targets <input checked="" type="radio"/> Hide <input type="radio"/> Show |

Presort First-Class Mail®
 Nation On-Time Performance from FY15 Q2 through FY16 Q2

| Period ▼ | Overnight ▲ | Two-Day ▲ | Three-To-Five-Day ▲ |
|----------|-------------|-----------|---------------------|
| FY16 Q2 | 95.8 | 94.2 | 89.7 |
| FY16 Q1 | 95.6 | 94.0 | 88.7 |
| FY15 Q4 | 96.2 | 94.9 | 91.0 |
| FY15 Q3 | 95.8 | 93.9 | 88.7 |
| FY15 Q2 | 94.2 | 89.4 | 80.6 |

¹ Presort First-Class™ Parcels were categorized as a competitive product as of October 3, 2011, and are no longer included in Presort First-Class Mail® scores.

Informed Visibility

Mail Tracking & Reporting

Program Status

Extending release timelines

Addressing system performance discovered during high-availability testing

Incorporating Logical Delivery Events into first Release

In June, notified existing IMb Tracing and *PostalOne!* customers about the upcoming migration to IV™

Established IV Help Desk (former IMb Tracing Help Desk)

Meeting weekly with MTAC User Group 4

See [IV RIBBS website](#) for latest information on the IV Program

Release 1-3

Release 1

- Migrate IMb Tracing and *PostalOne!* container and handling unit visibility to IV
- Container, handling unit, bundle, and piece automation visibility
- Company address book management
- Flexible data delegation
- Flexible data provisioning and Web-enabled mail tracking Phase 1
- Logical delivery events

Release 2

- Assumed handling events
- Bundle visibility enhancements
- Roles and permissions management

Release 3

- Migrate Start-the-Clock visibility from *PostalOne!* to IV
- Start-the-Clock visibility
- Flexible data provisioning and Web-enabled mail tracking Phase 2

MTAC User Group 4 for Informed Visibility

- Meets weekly, Wednesdays from 12:30-1:30 PM (ET)
- Open to all Users
- Forum to discuss IV features for mailers

MTAC User Group 4 is an open forum for representatives from USPS and the mailing industry to discuss mail visibility and its future with Informed Visibility.

We have established a great dialogue with the MTAC UG4 and we encourage more industry members to join the discussion. Contact us to become a member.



Join the MTAC UG4 discussions!

- Send a request to IVFeedback@usps.gov to join the group.

Visit the Informed Visibility RIBBS webpage to learn more.

https://ribbs.usps.gov/index.cfm?page=informed_visibility

IV

Last Mile vs. Legacy

Monthly Last Mile Sampled Pieces by Sampling Group FY16 Q2 and Q3 through 6/25/16

| Month | Mail Class/Product/Shape | IV Sampled Pieces | Current System Reporter Volume (IMAPS/EXFC) ¹ |
|--------------|--------------------------|-------------------|--|
| January | FCM Flats ² | 2,853 | 11,664 |
| February | FCM Flats ² | 22,656 | 12,681 |
| March | FCM Flats ² | 114,870 | 12,316 |
| April | FCM Flats ² | 70,530 | 12,305 |
| May | FCM Flats ² | 89,951 | 12,118 |
| June to date | FCM Flats ² | 58,818 | 9,455 |
| January | Periodicals | 22,183 | 27,897 |
| February | Periodicals | 226,805 | 31,803 |
| March | Periodicals | 452,481 | 35,156 |
| April | Periodicals | 194,367 | 36,146 |
| May | Periodicals | 246,044 | 34,835 |
| June to date | Periodicals | 169,702 | 28,962 |

1. IMAPS and EXFC systems are designed to produce statistically reliable results on a quarterly basis. IV First and Last Mile performance calculations are designed to occur at a more granular, daily level.
2. FCM Flats pieces for current systems are the sum of reporter pieces for IMAPS and EXFC.

Monthly Last Mile Sampled Pieces by Sampling Group FY16 Q2 and Q3 through 6/25/16

| Month | Mail Class/Product/Shape | IV Sampled Pieces | Current System Reporter Volume (IMAPS/EXFC) ¹ |
|--------------|--|-------------------|--|
| January | PFCM Letters/Cards | 413,655 | 188,531 |
| February | PFCM Letters/Cards | 2,663,845 | 177,047 |
| March | PFCM Letters/Cards | 4,023,823 | 165,810 |
| April | PFCM Letters/Cards | 1,579,754 | 169,979 |
| May | PFCM Letters/Cards | 1,998,842 | 160,294 |
| June to date | PFCM Letters/Cards | 1,310,110 | 126,167 |
| January | SPFC Remittance Letters/Cards ² | 265 | N/A |
| February | SPFC Remittance Letters/Cards ² | 2,461 | N/A |
| March | SPFC Remittance Letters/Cards ² | 4,914 | N/A |
| April | SPFC Remittance Letters/Cards ² | 1,896 | N/A |
| May | SPFC Remittance Letters/Cards ² | 3,048 | N/A |
| June to date | SPFC Remittance Letters/Cards ² | 3,112 | N/A |

1. IMAPS and EXFC systems are designed to produce statistically reliable results on a quarterly basis. IV First and Last Mile performance calculations are designed to occur at a more granular, daily level.
2. The EXFC test mail sample does not encompass SPFC remittance letters/cards.

Monthly Last Mile Sampled Pieces by Sampling Group FY16 Q2 and Q3 through 6/25/16

| Month | Mail Class/Product/Shape | IV Sampled Pieces | Current System Reporter Volume (IMAPS/EXFC) ¹ |
|--------------|-----------------------------------|-------------------|--|
| January | SPFC Non-Remittance Letters/Cards | 222,916 | 179,275 |
| February | SPFC Non-Remittance Letters/Cards | 1,263,216 | 178,868 |
| March | SPFC Non-Remittance Letters/Cards | 2,249,550 | 183,845 |
| April | SPFC Non-Remittance Letters/Cards | 816,528 | 183,424 |
| May | SPFC Non-Remittance Letters/Cards | 1,130,189 | 180,820 |
| June to date | SPFC Non-Remittance Letters/Cards | 850,517 | 144,125 |
| January | Standard Mail Flats and BPM Flats | 81,839 | 74,410 |
| February | Standard Mail Flats and BPM Flats | 783,996 | 78,376 |
| March | Standard Mail Flats and BPM Flats | 1,677,856 | 93,206 |
| April | Standard Mail Flats and BPM Flats | 650,570 | 80,834 |
| May | Standard Mail Flats and BPM Flats | 751,210 | 76,960 |
| June to date | Standard Mail Flats and BPM Flats | 490,649 | 53,269 |

1. IMAPS and EXFC systems are designed to produce statistically reliable results on a quarterly basis. IV First and Last Mile performance calculations are designed to occur at a more granular, daily level.

Monthly Last Mile Sampled Pieces by Sampling Group FY16 Q2 and Q3 through 6/25/16

| Month | Mail Class/Product/Shape | IV Sampled Pieces | Current System Reporter Volume (IMAPS/EXFC) ¹ |
|--------------|-----------------------------|-------------------|--|
| January | Standard Mail Letters/Cards | 482,855 | 309,218 |
| February | Standard Mail Letters/Cards | 3,505,321 | 314,485 |
| March | Standard Mail Letters/Cards | 6,139,575 | 355,498 |
| April | Standard Mail Letters/Cards | 2,294,391 | 316,723 |
| May | Standard Mail Letters/Cards | 2,803,350 | 317,006 |
| June to date | Standard Mail Letters/Cards | 2,070,490 | 254,862 |

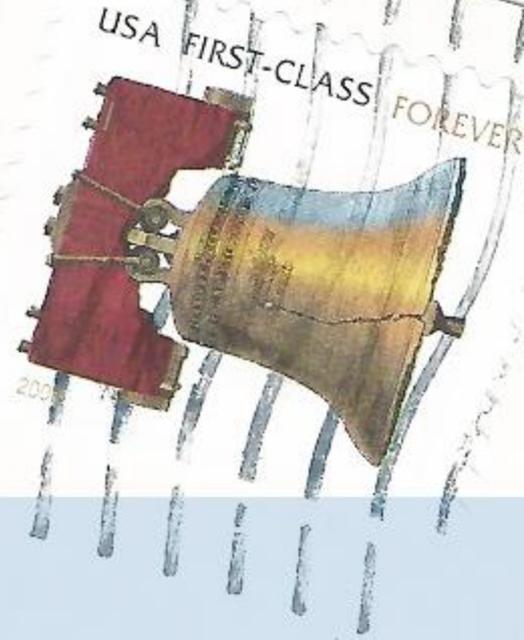
1. IMAPS and EXFC systems are designed to produce statistically reliable results on a quarterly basis. IV First and Last Mile performance calculations are designed to occur at a more granular, daily level.

Monthly First Mile Sampled Pieces by Sampling Group FY16 Q2 and Q3 through 6/25/16

| Month | Mail Class/Product/Shape | IV Sampled Pieces | Current System Reporter Volume (EXFC) ¹ |
|--------------|--------------------------|-------------------|--|
| January | SPFC Letters/Cards | 114,949 | 179,275 |
| February | SPFC Letters/Cards | 345,354 | 178,868 |
| March | SPFC Letters/Cards | 660,962 | 183,845 |
| April | SPFC Letters/Cards | 566,314 | 183,424 |
| May | SPFC Letters/Cards | 589,725 | 180,820 |
| June to date | SPFC Letters/Cards | 321,576 | 144,125 |
| January | SPFC Flats | 1,198 | 9,381 |
| February | SPFC Flats | 3,642 | 9,581 |
| March | SPFC Flats | 6,808 | 10,108 |
| April | SPFC Flats | 6,485 | 9,843 |
| May | SPFC Flats | 6,553 | 9,778 |
| June to date | SPFC Flats | 4,451 | 7,810 |

1. The EXFC system is designed to produce statistically reliable results on a quarterly basis for SPFC letters, cards, and flats combined. EXFC flats are not intended to be reported as a stand-alone metric. IV First and Last Mile performance calculations are designed to occur at a more granular, daily level.

Address Management



Federal Register Notice

- Published July 1, 2016
 - <https://www.federalregister.gov/articles/2016/07/01/2016-15648/clarification-of-the-move-update-standard>
- Provides clarification to Move Update compliance requirements for:
 - MLNA – BCNO – Foreign Moves
 - NCOA^{Link}® Return Codes
 - Use of ACS Notifications for non-DPV confirmed addresses
 - COAs greater than 18-Months in age
 - Legal Restraint authorized mailers' use of exclusive MIDs in conjunction with Seamless Acceptance

Update

- NCSC provided SHA-256 format of “Link” products in January 2016 available for all licensees
- Approximately 25% of developers are now testing
- All systems must be transitioned to SHA-256 no later than **July 1, 2017**
- SHA-1 and SHA-256 products to run parallel during transition period
- No CASST™ certification required prior to vendor release or mailer use of SHA-256 products
 - Seamless transition to mailers

NCOALink®

- The 100 Unique Names & Addresses Rule is being evaluated Legal & Privacy
- Proposal to change minimum to 50 records

CASS™ Cycle-O Topics for Consideration

- New Types of Military Addresses
 - UMR – Unit Mail Room
 - OMC – Official Mail Center
- Door Not Accessible (DNA) & No Secure Location (NSL)
- SHA-256 Conversion
- Survey being developed to determine necessity and impacts of performing Cycle O

Significant Milestones

| | |
|--|----------------|
| Partners in Tomorrow Developers Meeting | September 2016 |
| Official Rules Release | November 2016 |
| Stage II Test Release | May 2017 |
| CASS Developers Certification Completed | December 2017 |
| MASS Manufacturers Certification Completed | January 2018 |
| Software Released to End-Users NLT | March 2018 |
| Implementation of CASS Cycle O | August 1, 2018 |

- IMpb ACS or Traditional ACS (with an IMpb) customers can see additional UAA tracking information for their parcels
- CFS/PARS events provide the date and time processed, the location of the CFS/PARS site, and the disposition of the parcel – Forwarded or Returned to Sender

Product & Tracking Information

| DATE & TIME | STATUS OF ITEM | LOCATION |
|---|--------------------------------------|------------------------------|
| April 29, 2016 , 8:52 am | Delivered, In/At Mailbox | WISCONSIN DELLS, WI 53965 |
| Your item was delivered in or at the mailbox at 8:52 am on April 29, 2016 in WISCONSIN DELLS, WI 53965. | | |
| April 29, 2016 , 7:43 am | Out for Delivery | WISCONSIN DELLS, WI 53965 |
| April 27, 2016 , 12:46 am | Arrived at USPS Destination Facility | PHOENIX, AZ 85043 |
| April 26, 2016 , 5:08 pm | Forward Processed | PHOENIX, AZ 85034 |
| April 25, 2016 , 10:36 am | Forwarded | SUN CITY WEST, AZ |
| April 19, 2016 , 9:23 am | Notice Left | SUN CITY WEST, AZ 85375 |
| April 19, 2016 , 8:50 am | Out for Delivery | SUN CITY WEST, AZ 85375 |

CFS/PARS Scan

Delivery Unit Scans

Product & Tracking Information

| DATE & TIME | STATUS OF ITEM | LOCATION |
|--|--------------------------------------|------------------------|
| May 21, 2016 , 4:45 am | Departed USPS Facility | CHICAGO METRO HUB |
| Your item departed our USPS facility in CHICAGO METRO HUB on May 21, 2016 at 4:45 am. The item is currently in transit to the destination. | | |
| May 21, 2016 , 3:42 am | Arrived at USPS Facility | CAROL STREAM, IL 60199 |
| May 20, 2016 , 10:55 pm | Arrived at USPS Facility | CHICAGO METRO HUB |
| May 19, 2016 , 5:35 pm | Arrived at USPS Destination Facility | PHOENIX, AZ 85042 |
| May 19, 2016 , 11:22 am | Return to Sender Processed | PHOENIX, AZ 85034 |
| May 12, 2016 , 11:31 am | Forwarded | ALBUQUERQUE, NM |
| May 11, 2016 , 9:23 am | Undeliverable as Addressed | ALBUQUERQUE, NM 87111 |

CFS/PARS Scan

Delivery Unit Scans

- Parcels endorsed Change Service Requested that are treated as “Waste” are not reported in PTR at this time.
- Waste parcels will be included once the proper wording for display on PTR is determined
- UAA process reporting will soon expand to include all UAA parcels with an IMpb (not just ACS participants).

Improvements in Address Quality Methodologies and ACS Best Practices

- Work Group extended to 8/31/2016
- The Final DRAFT of the updated MTAC WG 97 Best Practices in Address Quality document is complete
- Review of the AMEE White Paper on ACS is complete and a draft with all recommended changes is in progress
- A new name for the AMEE White Paper has yet to be determined

Improving Accuracy & Use of UAA Reason Codes

- Recommended the creation and distribution of an internal communication “blitz” regarding UAA reasons and their appropriate use/meaning
- The informational video for USPS TV and matching screen savers to be released in Sept/Oct 2016
- An “UAA Dashboard” for USPS Management to view UAA statistics by UAA Reason down to the Delivery Units, ZIP Codes, and Carrier Routes. Reporting will include incidents of conflicting UAA Nixie notices:
 - Addressing issue UAA reasons for mail with a valid DPV
 - ✓ (N - No Such Number/Street, I-Insufficient Address)
 - High ratio of “Q - Unable to Forward” to other Nixie Reasons
 - ✓ (potential ‘batching’ of UAA or mail prep/processing issues)
 - Multiple UAA notices from a single delivery point
 - ✓ (potential ‘Moved Left No Address’ or ‘Box Closed No Order’)

Exploring Solutions for UAA Mail from Higher Education

- Mail for students leaving college each year must be redirected by the schools
- Forces mail into the manual processing stream
- The mailing industry does not have access to the address correction information, except through returned mail or contact with the student
- First Step: Completed
 - Sample addresses from 5 participating schools have been evaluated for address standardization and DPV confirmation
- Next Step:
 - Explore options to reduce the UAA mail by providing change-of-address information to mailers
 - The College & University addresses MUST DPV confirm for this to be successful

Monthly Statistics by UAA Reason are available on RIBBS



The screenshot shows the RIBBS website interface. At the top, there is a navigation bar with the USPS logo and the text "National Customer Support Center". Below this is a search bar and a menu with links: Home, Site Index A-Z, Site Index by Topic, Locators/ Lookups, Document Locator, and Contact Us. The main content area is titled "UAA Mail" and contains a section for "UAA Mail Study" with a description of the study. To the right of this section is a "Printable View" link and an "RSS" button. Below the study description is a section titled "Important Links" which contains a list of links, including a link for "**NEW** Monthly Statistics by UAA Reason" which is circled in red. To the right of the "Important Links" section is a "Current and" label. On the far right, there is a section titled "IMPORTANT UPDATES" with an "RSS" button and a list of "Upcoming 2016 Releases" including "April 2016 Release Overview", "April 2016 Release Notes", "Market Dominant Pricing Files", "Click here for weekly Incorrect Scanner Configuration Report", and "Click here for 2015 Network Consolidations". A large blue banner at the bottom of the page contains the URL "https://ribbs.usps.gov/uaamail".

UAA Mail

[Printable View](#) [RSS](#)

UAA Mail Study

The USPS provides an on-going study of Undeliverable-as-Addressed (UAA) mail. This study provides comprehensive information on the volumes, characteristics and costs of processing UAA mail.

UAA mail is all mail that cannot be delivered to the name and address specified on the mailpiece, and must be forwarded, returned to sender or properly treated as waste, as

Important Links

- [**NEW** Monthly Statistics by UAA Reason](#)
- [UAA Mail Roll-Up 1998-2015](#)
- [FY2004](#)
- [FY2008](#)
- [FY2009](#)
- [FY2010](#)
- [FY2011](#)
- [FY2012](#)
- [FY2013](#)

IMPORTANT UPDATES [RSS](#)

Upcoming 2016 Releases

- [April 2016 Release Overview](#)
- [April 2016 Release Notes](#)
- [Market Dominant Pricing Files](#)
- [Click here for weekly Incorrect Scanner Configuration Report](#)
- [Click here for 2015 Network Consolidations](#)

https://ribbs.usps.gov/uaamail [Current and](#)

MAR 2016 Nixie Volume

| Nixie Code | Nixie Description | Spaces (no routing information) | % Spaces | 5 Digit Only (blank +4) | % 5 Digit | 9 Digit Only (No DPBC) | % 9 Digit | 11 digit only (full barcode) | % Complete Barcode | Total | % |
|------------|--|---------------------------------|----------|-------------------------|-----------|------------------------|-----------|------------------------------|--------------------|------------|--------|
| A | Attempted, not known | 143,429 | 2.02% | 231,969 | 3.26% | 17,278 | 0.24% | 6,713,867 | 94.47% | 7,106,610 | 21.40% |
| E | In Dispute | 56 | 0.38% | 1,012 | 6.83% | 32 | 0.22% | 13,708 | 92.57% | 14,809 | 0.05% |
| I | Insufficient address | 80,965 | 2.79% | 357,579 | 12.34% | 7,013 | 0.24% | 2,452,694 | 84.62% | 2,898,389 | 8.73% |
| L | Illegible | 284 | 1.88% | 961 | 6.37% | 49 | 0.33% | 13,801 | 91.43% | 15,095 | 0.05% |
| M | No mail receptacle | 23,315 | 2.38% | 259,409 | 26.47% | 3,229 | 0.33% | 693,873 | 70.81% | 979,855 | 2.95% |
| N | No such number | 41,640 | 3.20% | 638,413 | 49.02% | 7,992 | 0.61% | 614,146 | 47.16% | 1,302,263 | 3.92% |
| P | Deceased | 10,596 | 13.80% | 995 | 1.30% | 76 | 0.10% | 65,135 | 84.81% | 76,803 | 0.23% |
| Q | Not deliverable as addressed/unable to | 450,070 | 2.75% | 614,635 | 3.75% | 55,914 | 0.34% | 15,276,033 | 93.16% | 16,396,893 | 49.38% |
| R | Refused | 75,068 | 23.27% | 9,161 | 2.84% | 583 | 0.18% | 237,731 | 73.71% | 322,545 | 0.97% |
| S | No such street | 18,104 | 4.75% | 228,984 | 60.04% | 1,590 | 0.42% | 132,703 | 34.79% | 381,418 | 1.15% |
| U | Unclaimed | 14,956 | 2.35% | 21,870 | 3.43% | 4,758 | 0.75% | 596,319 | 93.48% | 637,912 | 1.92% |
| V | Vacant | 26,952 | 0.88% | 42,759 | 1.39% | 2,438 | 0.08% | 3,003,507 | 97.65% | 3,075,667 | 9.26% |
| Total | | 885,435 | 2.67% | 2,407,747 | 7.25% | 100,952 | 0.30% | 29,813,517 | 89.78% | 33,208,259 | 100% |

- Report is the same format used by MTAC WG 171 to study the UAA Reason Accuracy and Use
- Breakdown by ZIP Code depth of sort in the barcode
- UAA statistics reporting by industry is in progress

| 11 digit matching to High-rise Default | % High-Rise Default | Full Barcode was all 0's | % of 11 digits All 0's | Full Barcode was all 9's | % of 11 digits All 9's |
|--|---------------------|--------------------------|------------------------|--------------------------|------------------------|
| 879,179 | 13.10% | 26 | 0.00% | 25 | 0.00% |
| 1,591 | 11.61% | - | 0.00% | - | 0.00% |
| 1,715,561 | 69.95% | 27 | 0.00% | 80 | 0.00% |
| 1,759 | 12.75% | - | 0.00% | - | 0.00% |
| 36,125 | 5.21% | 11 | 0.00% | 4 | 0.00% |
| 137,040 | 22.31% | 23 | 0.00% | 8 | 0.00% |
| 2,062 | 3.17% | - | 0.00% | - | 0.00% |
| 1,510,711 | 9.89% | 79 | 0.00% | 117 | 0.00% |
| 18,465 | 7.77% | - | 0.00% | 1 | 0.00% |
| 19,434 | 14.65% | 8 | 0.01% | 13 | 0.01% |
| 66,743 | 11.19% | - | 0.00% | 1 | 0.00% |
| 121,857 | 4.06% | 7 | 0.00% | 2 | 0.00% |
| 4,510,527 | 15.13% | 181 | 0.00% | 251 | 0.00% |

**Discussion
&
Questions**