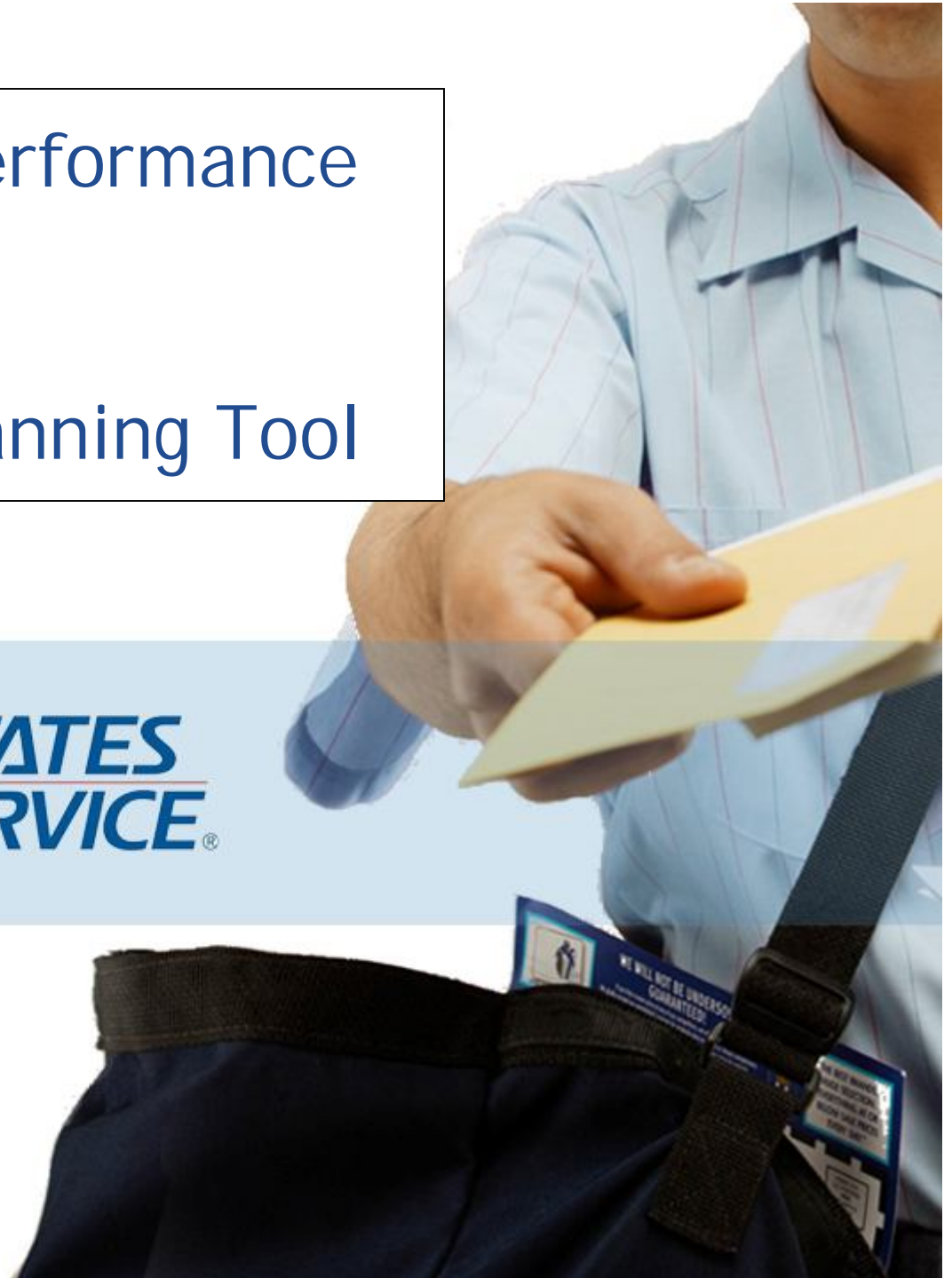


National Service Performance Update & Intelligent Mail Planning Tool

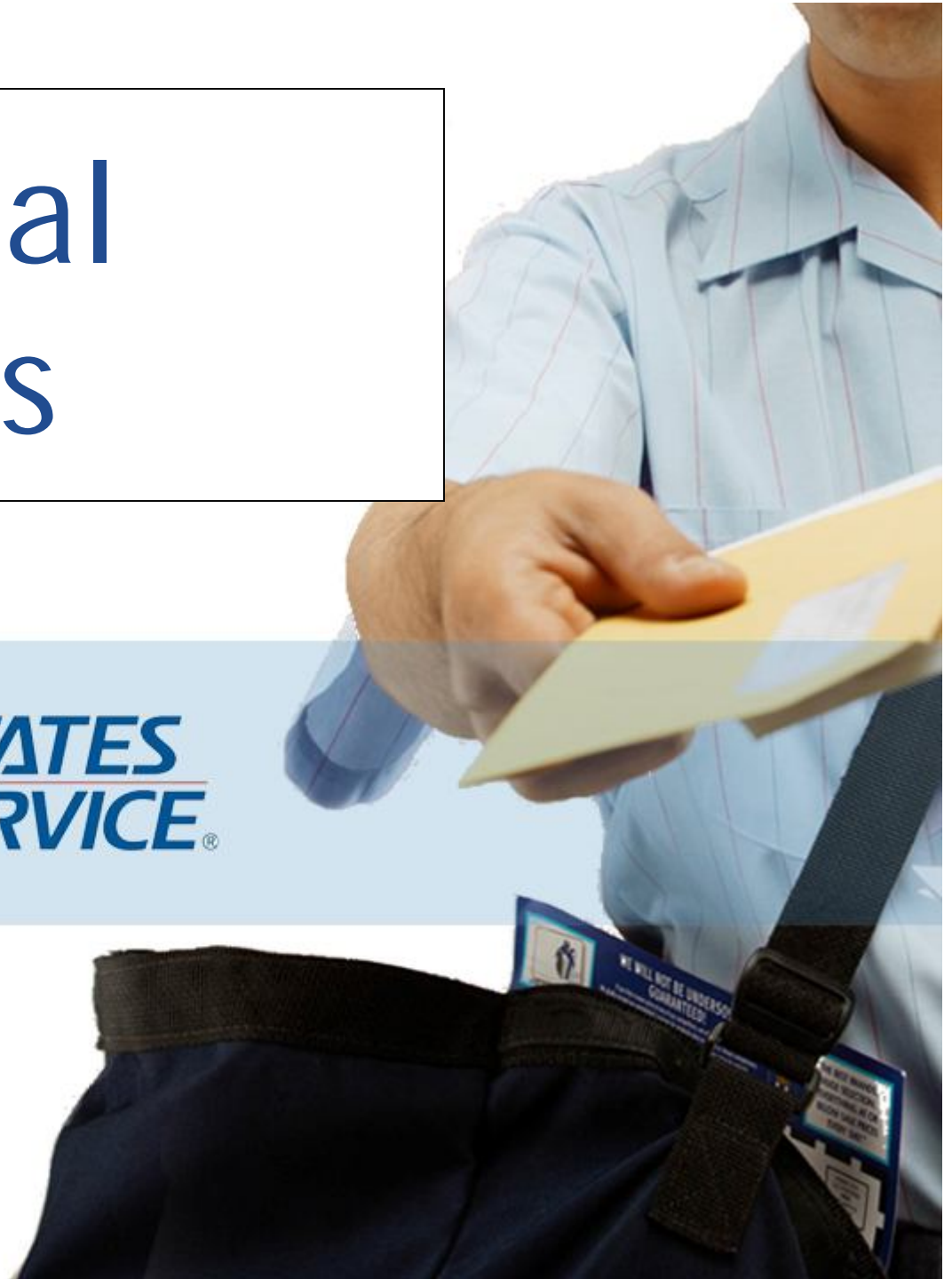


February 5, 2013

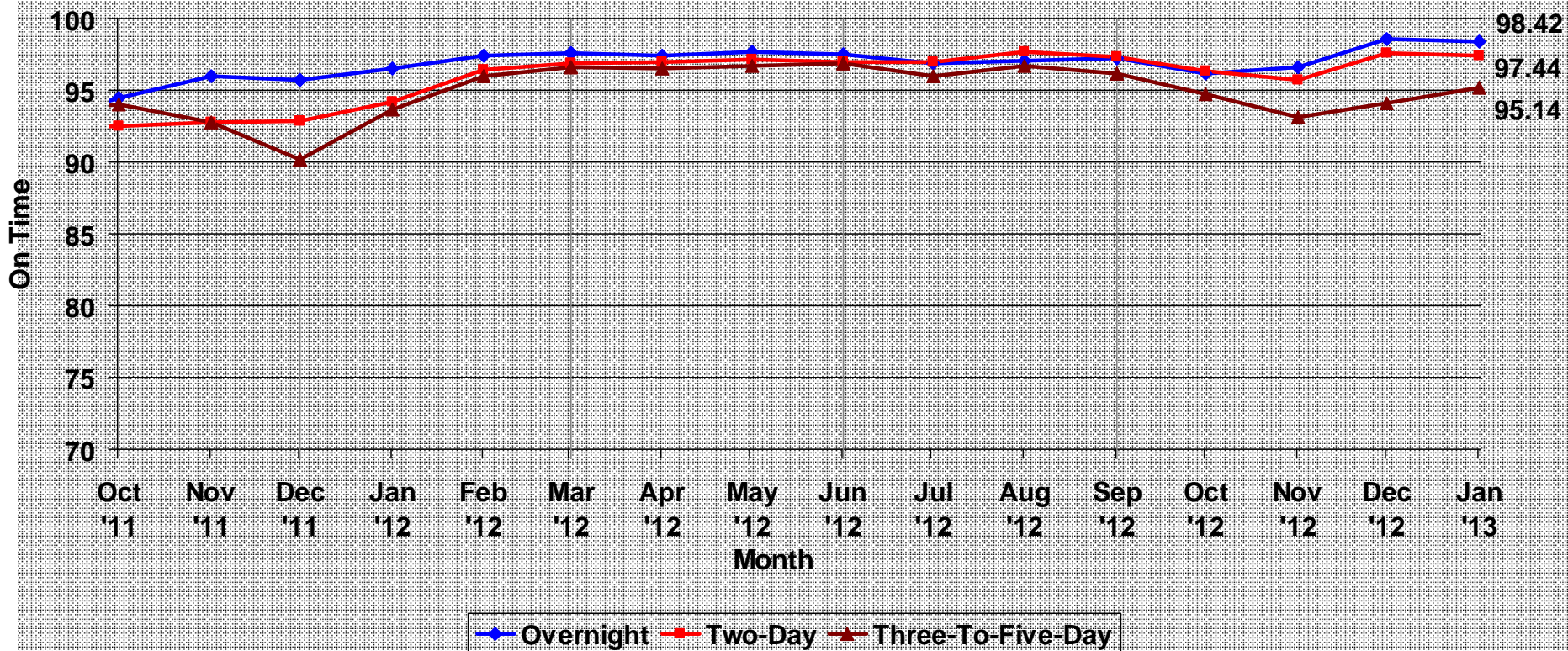


- **National Scores**
- **Day of Week Scores & Volumes**
- **Internal Tool to Improve Scores**
 - **Service Performance Diagnostics (SPD)**
- **IMb Planning Tool**
- **Mail Visibility - Keeping the Mail Relevant**

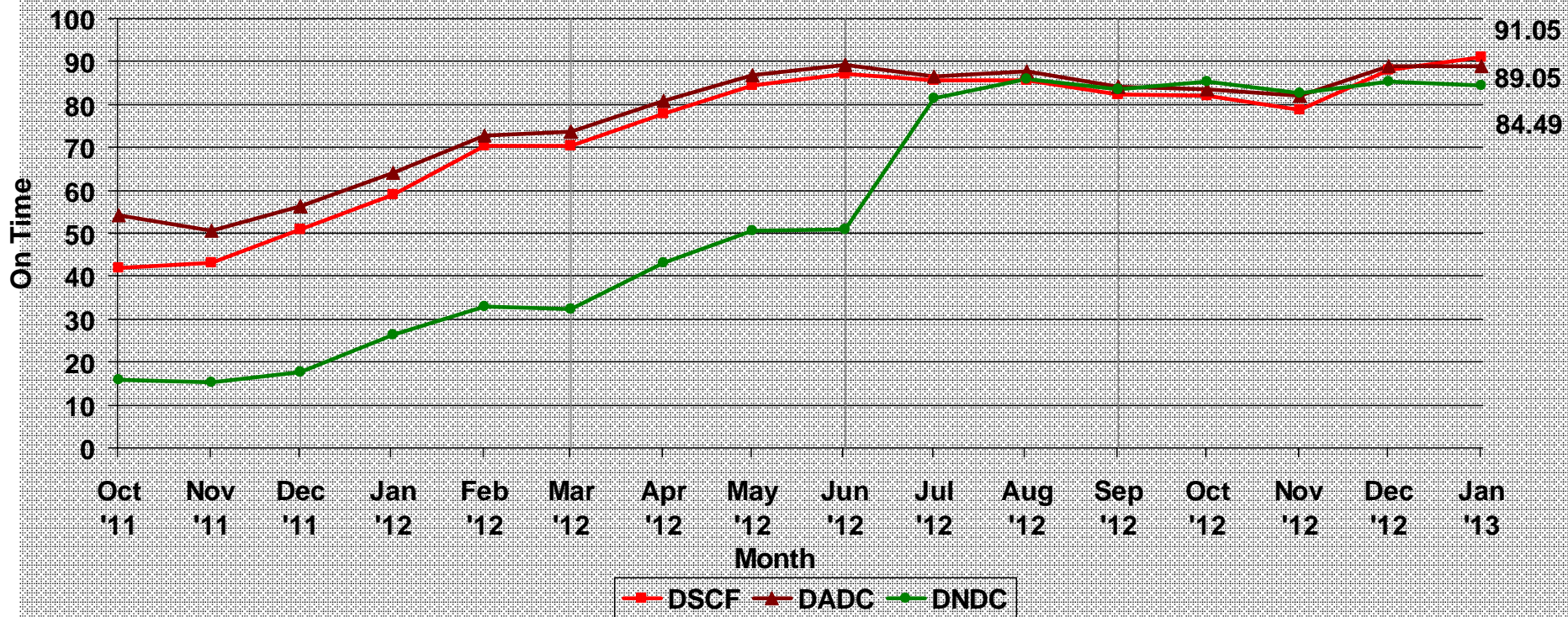
National Scores



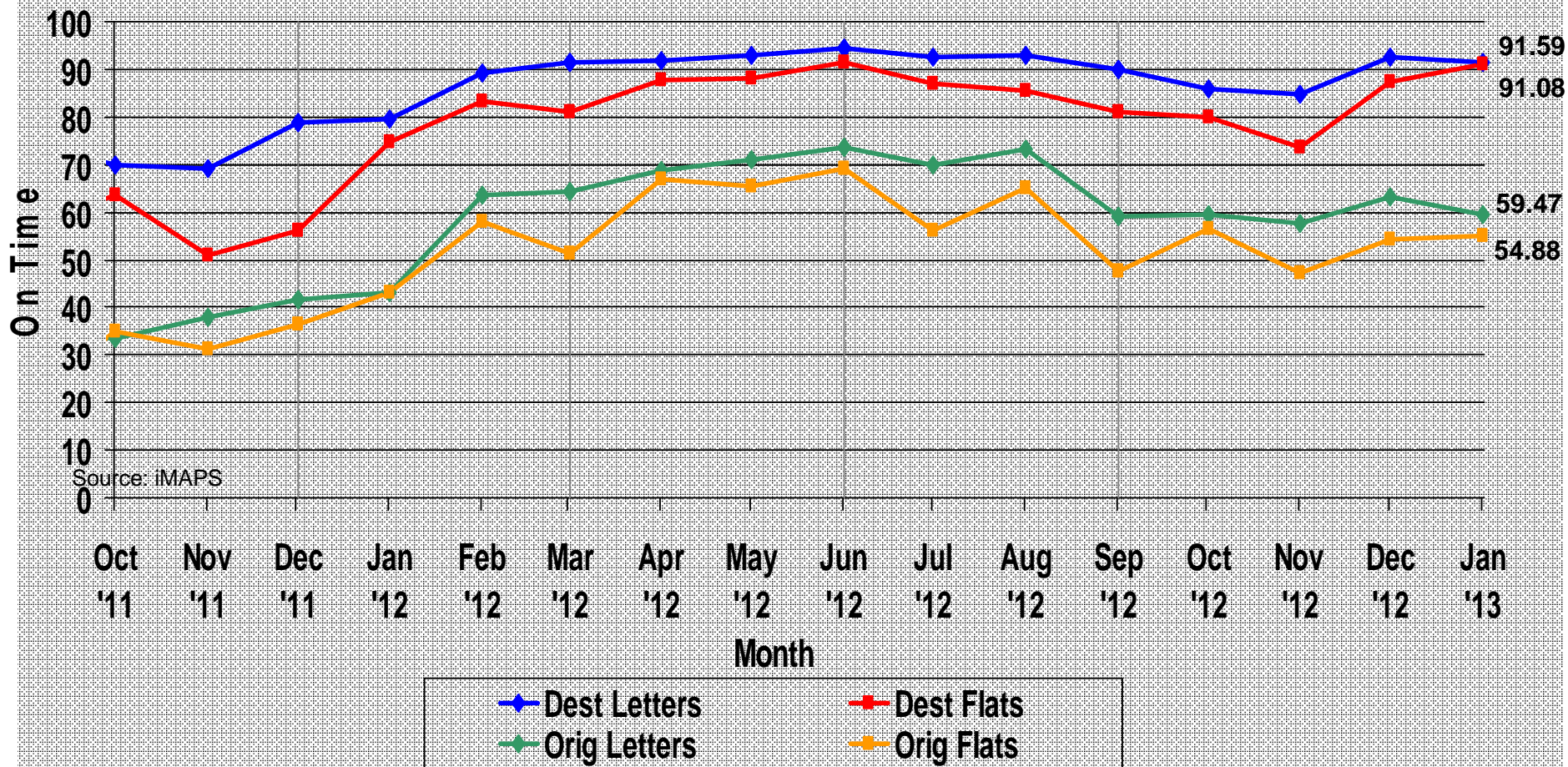
Commercial First-Class FY12 and FY13 Performance By Month



Destination Entry Commercial Periodicals FY12 and FY13 Performance By Month



Commercial Standard Mail FY12 and FY13 Performance By Month



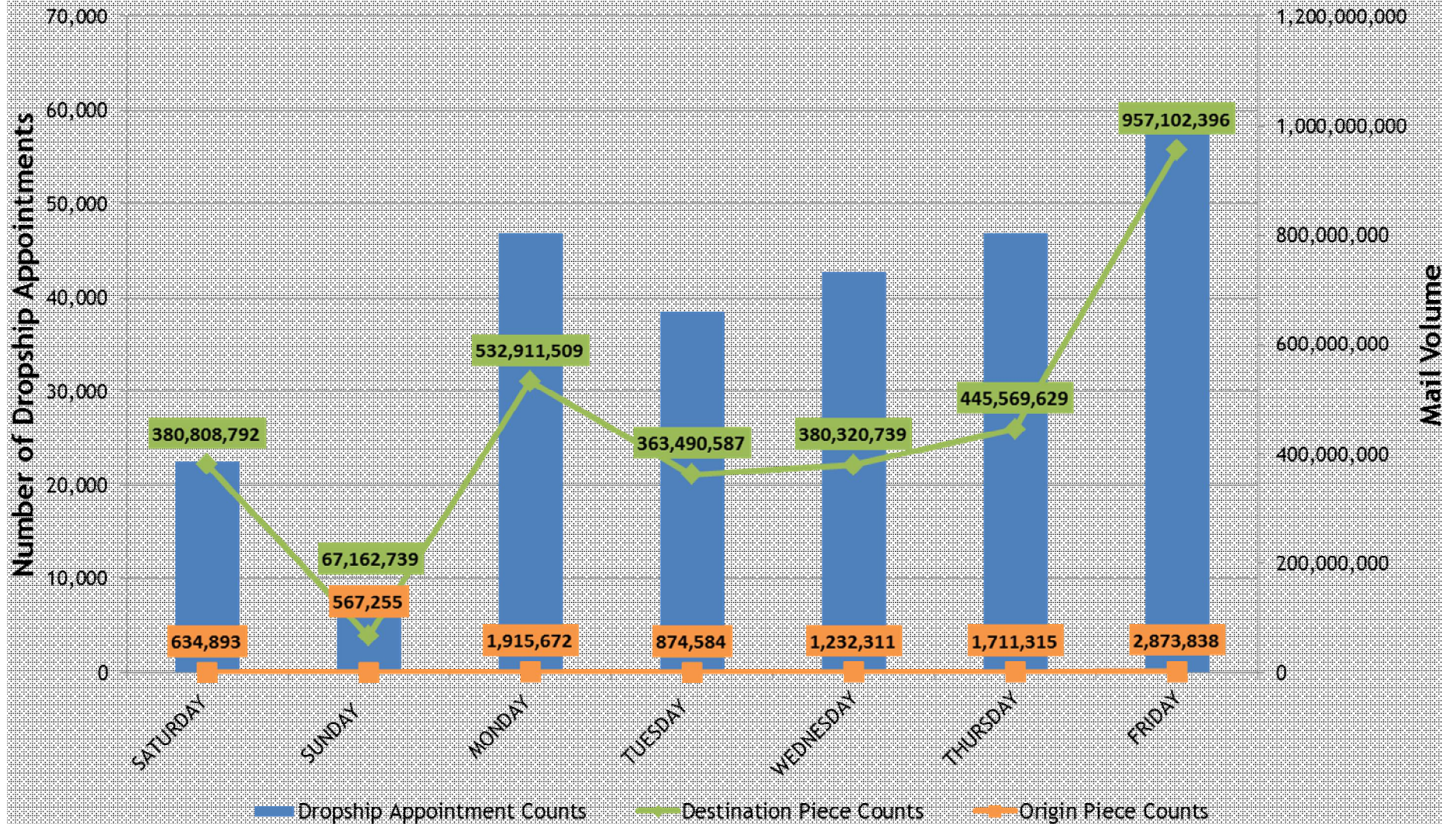
Day of Week



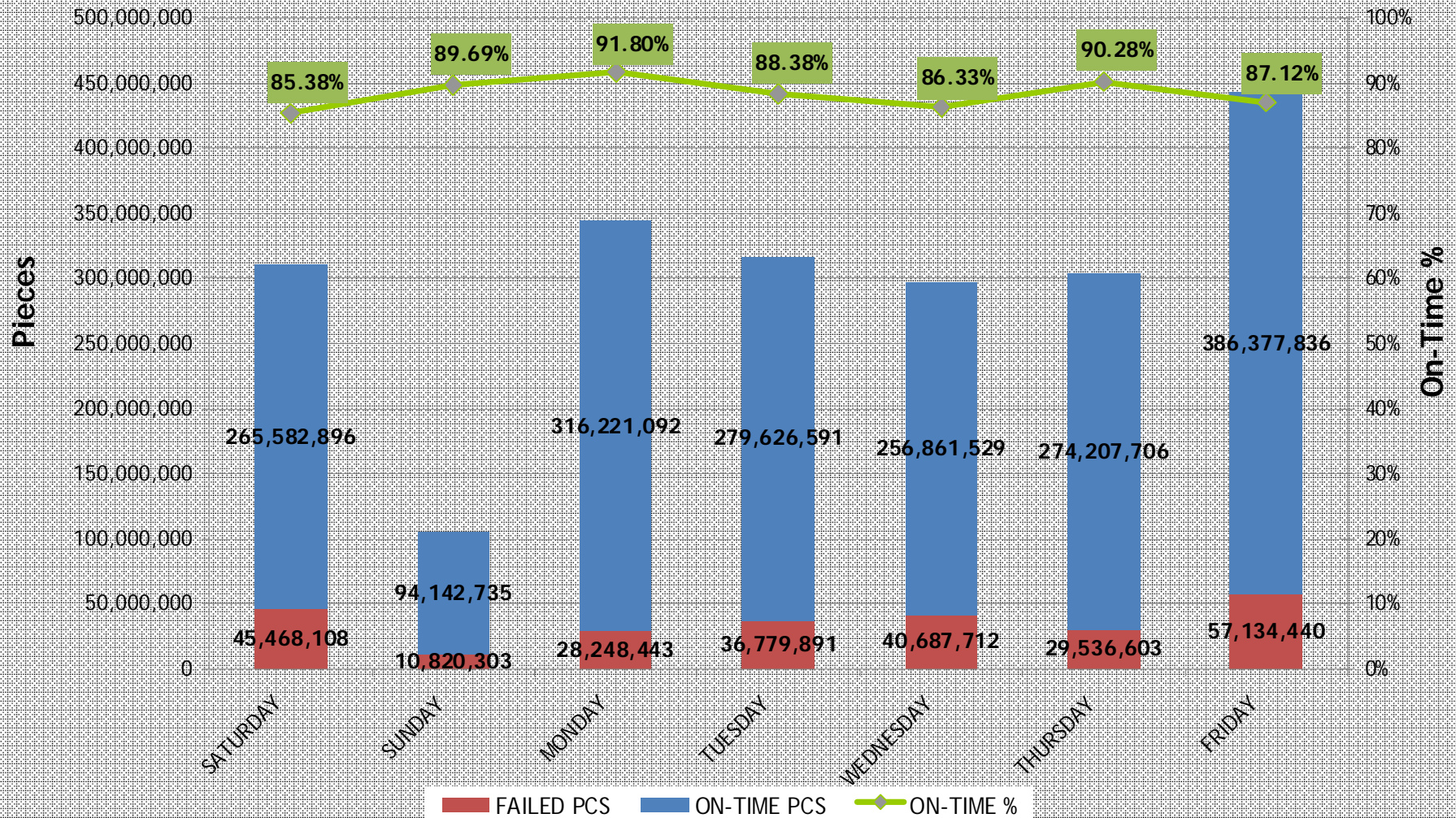


Full Service Intelligent Mail All Commercial Mail Classes & Shapes

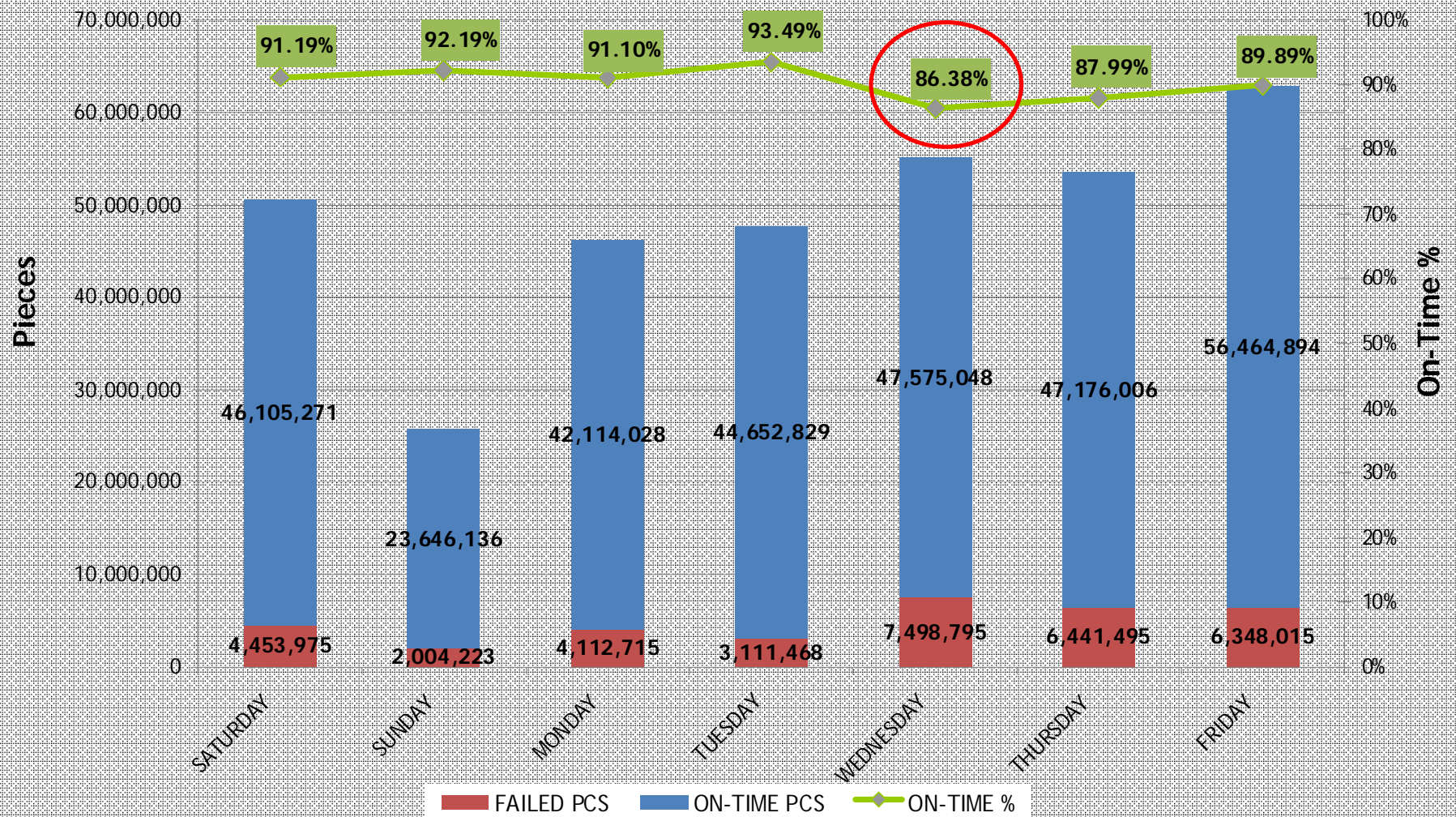
Dropship Appointments/Mail Volume By DOW FY13 Quarter 1



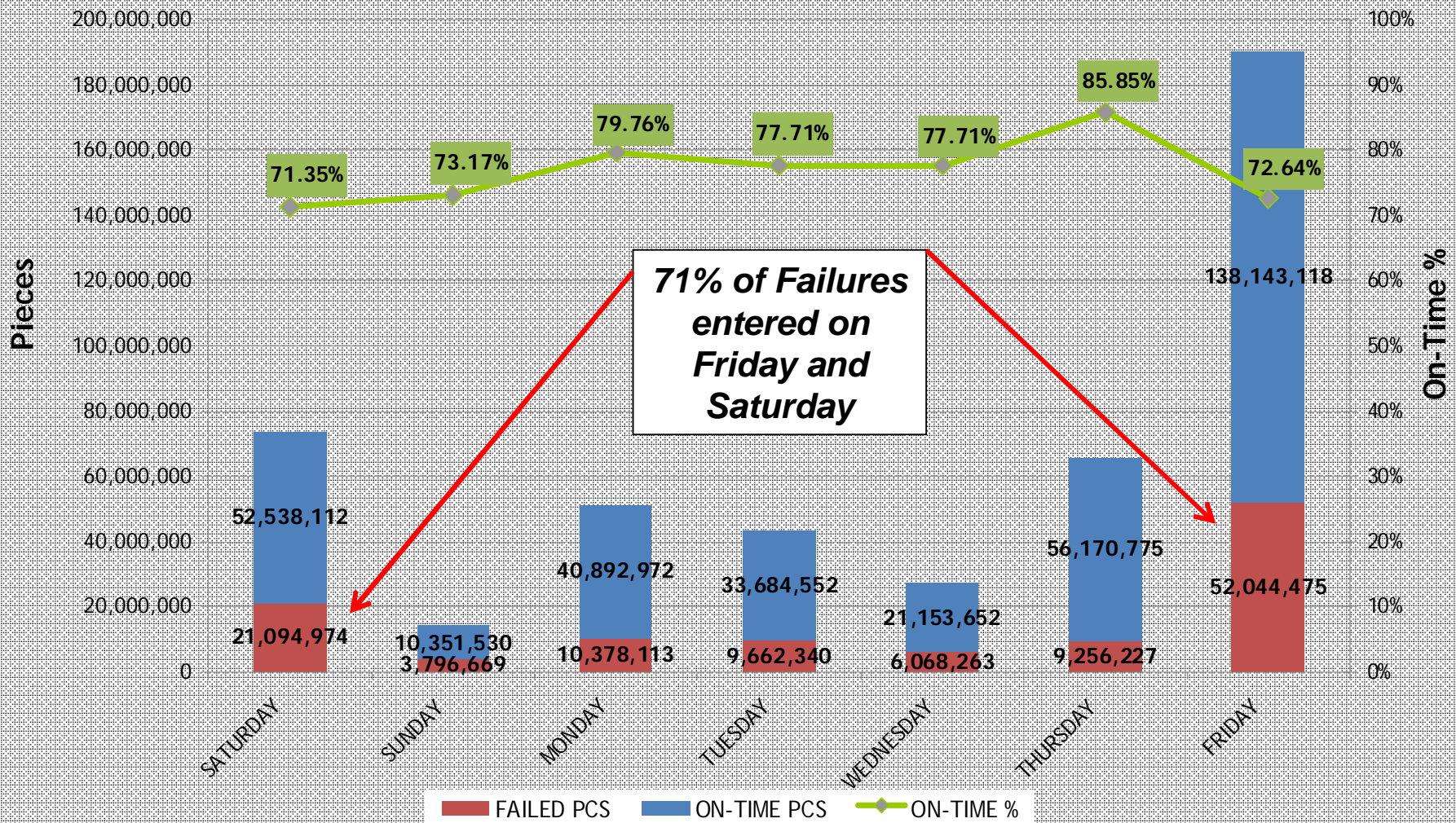
NATIONAL STC BY DAY OF THE WEEK ANALYSIS QTR 1 2013



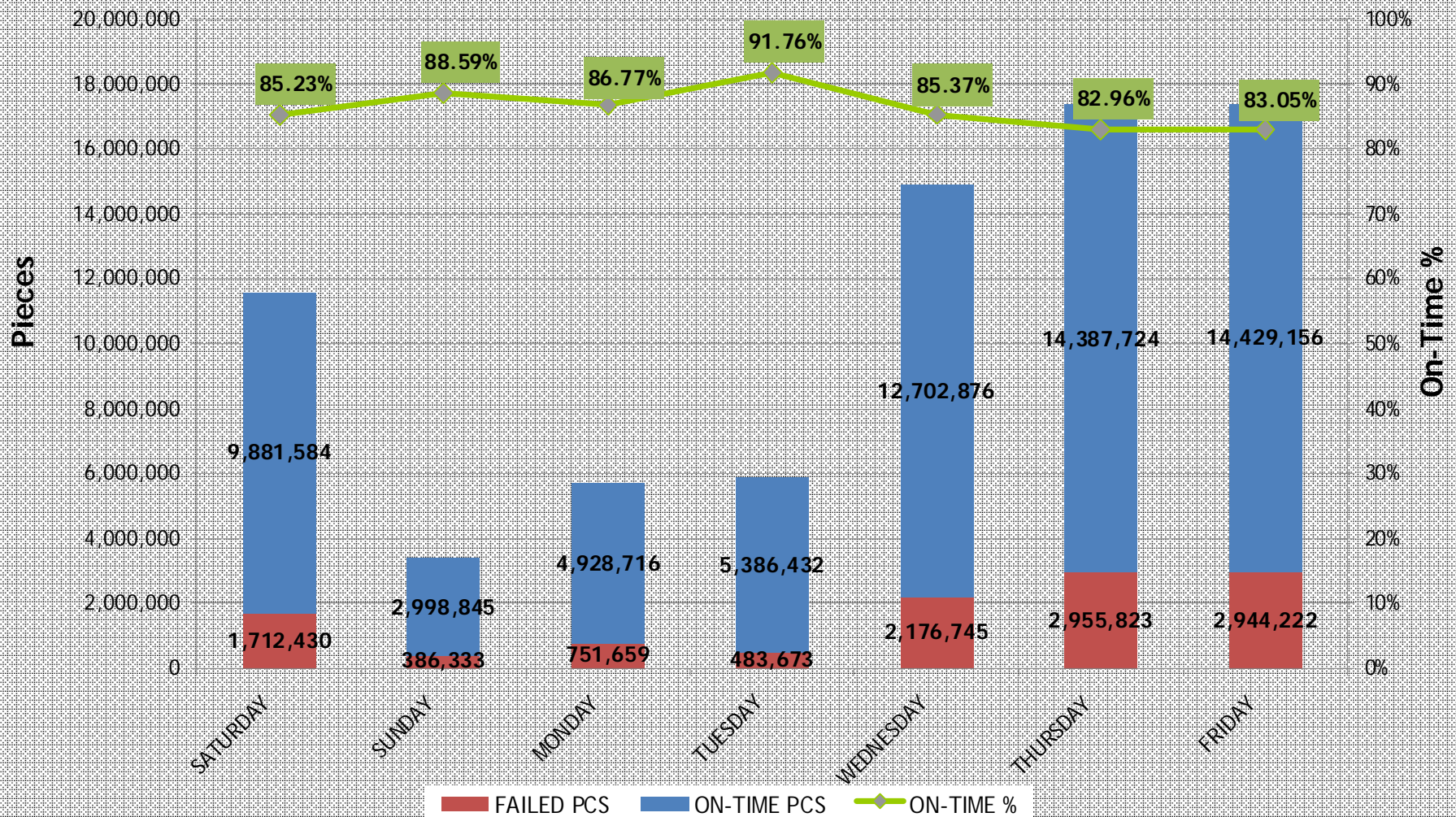
NATIONAL STC BY DAY OF THE WEEK ANALYSIS QTR 1 2013



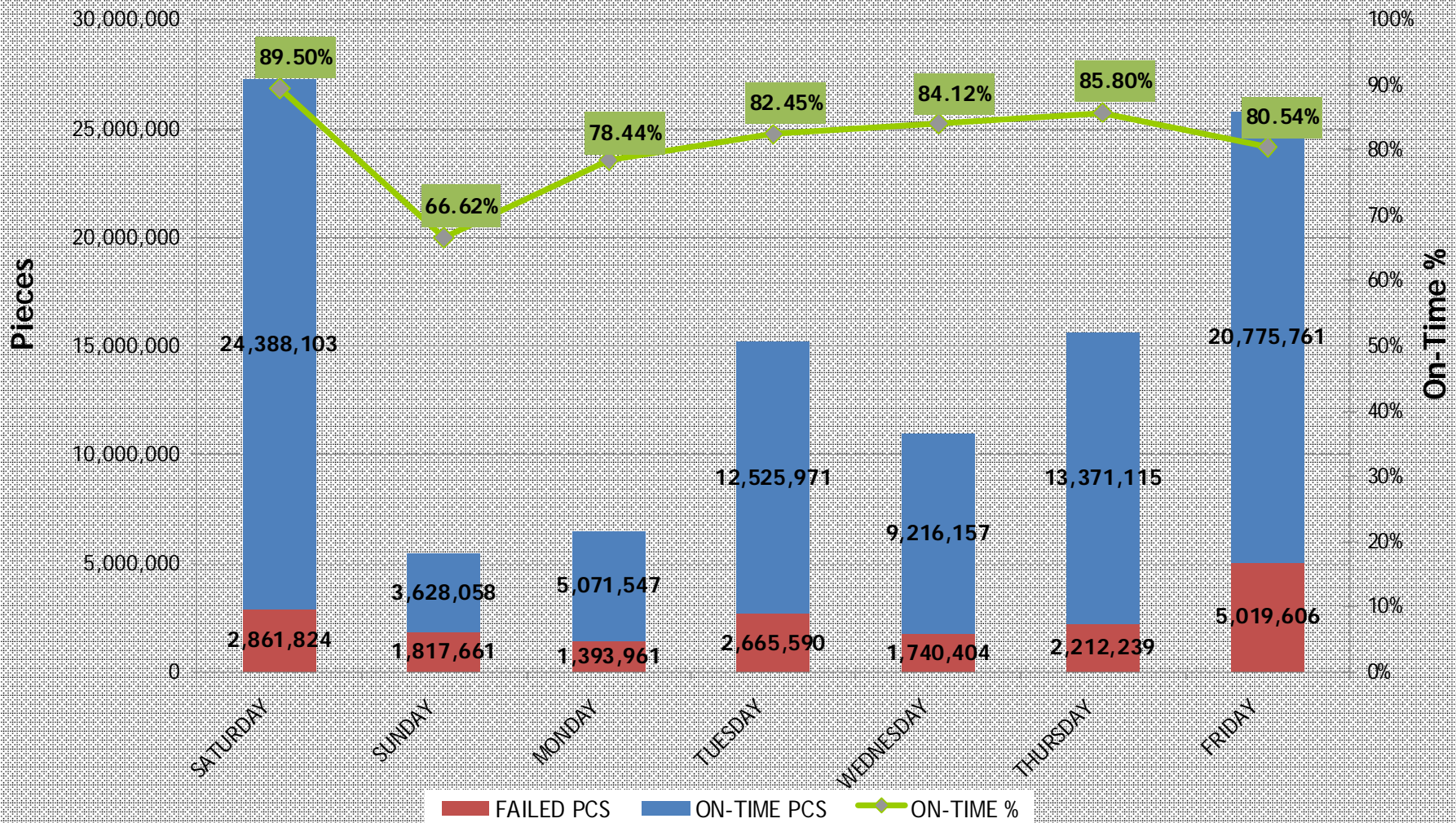
NATIONAL STC BY DAY OF THE WEEK ANALYSIS QTR 1 2013



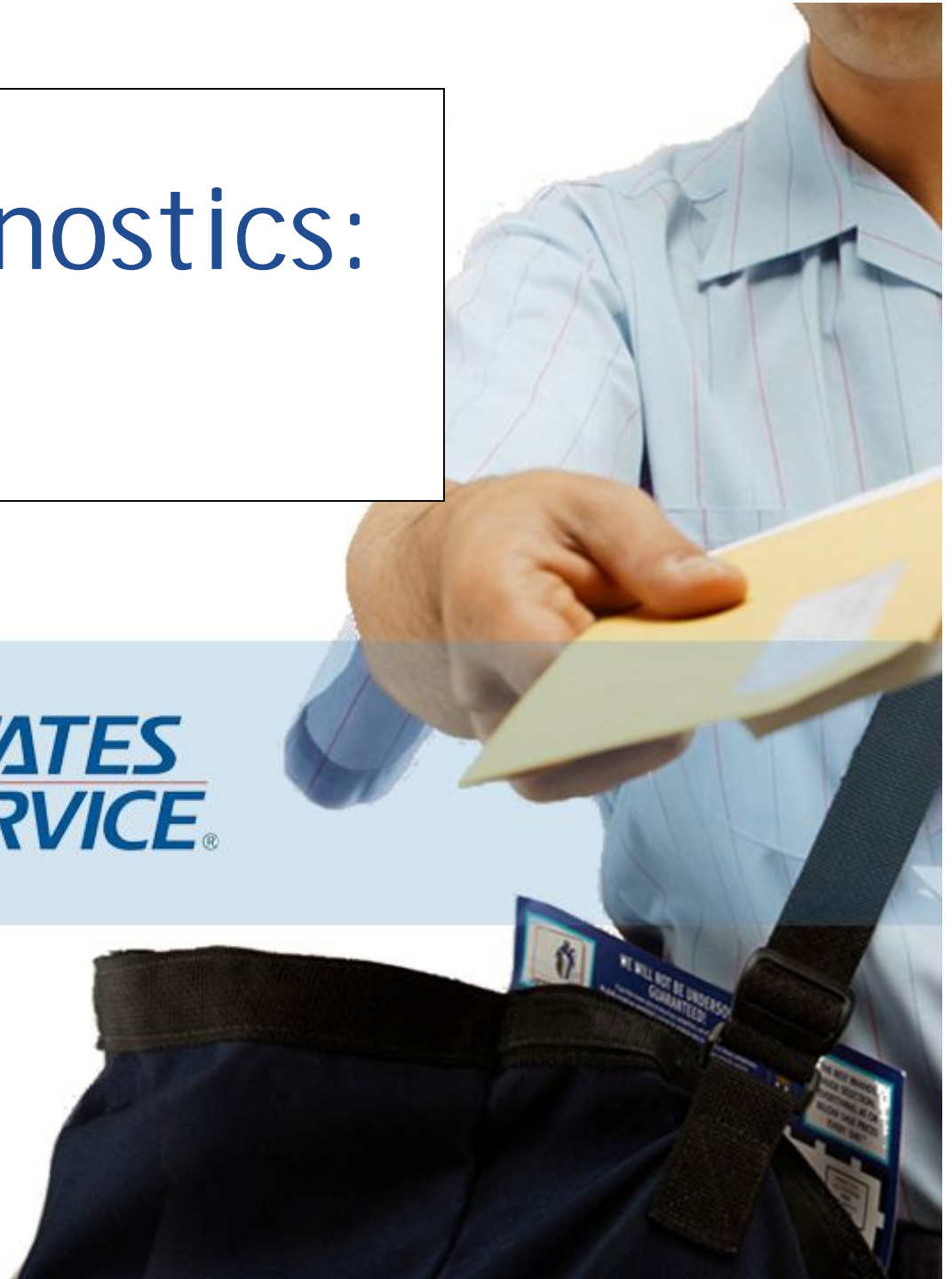
NATIONAL STC BY DAY OF THE WEEK ANALYSIS QTR 1 2013



NATIONAL STC BY DAY OF THE WEEK ANALYSIS QTR 1 2013



Internal Diagnostics: SPD



[Log Out](#)**No Current Messages**[Go to Message Center](#)[SPM reports at EDW ASR](#)[Failed Containers](#)[Commercial Mail City Matrix](#)[CAR Performance Reports](#)[CAR History](#)[IMb Planning Tool](#)[Narrowcast Reports](#)[Top 10 Impacts](#)[STC DoW Analysis](#)[Last Scan Count By MPE Type](#)[ScoreCard](#)[MP-WIP](#)[Network Optimization](#)[Optimization Analysis](#)

Service Parameters for Diagnostic Reports

Date Range: Week beginning: Mail Class: Full Service Mailers Non-compliant Mailers Political Mailings Only Report for Selected District Report for Origin District Report for Selected Mailer[Performance Diagnostics](#)[Failed Piece Pareto Analysis](#)

- SPM diagnostic charts are available for 52 weeks.
- Piece scans are available for 120 days ONLY.

***Please note: Data refresh and updates occur from 00:00 through 05:00 CST daily. During this time users may experience difficulty in accessing information in SPD. If this occurs, please try again outside these hours.*

[STC Business Rules](#)[MID Lookup](#)[IMb Lookup](#)[IMcb Lookup](#)[IMtb Lookup](#)[Service Standards](#)[Training](#)[Commercial Mail
Last Mile Overview](#)[Enhancement Suggestions](#)[Political Mailings](#)



Service Performance Diagnostics Failed Piece Diagnostics

FAC ZIP CODE	OP CODE	MPE ID	DECLARED TRAY CONTENT	SORT PLAN	SCAN DATETIME	IMb CODE	SORT ZIP	ROUTE ID	ID TAG	LAST	HOURS	DAYS	DAY
	895	DBOSS-047	STD LTR 3D BC	EV60603U	01/25/2013 17:45		1032	C007		49	49	3	Fri
	918	DBCS-017	STD LTR 3D BC	LV60601A	01/26/2013 03:07		1032	C007		9	58	3	Sat
	919	DBCS-009	STD LTR 3D BC	LV60601A	01/26/2013 04:44		1032	C007		1	60	3	Sat
	004	AFCS200-007	STD LTR 3D BC	-	01/29/2013 16:26		1032	C007	0076102932084791	83	144	7	Tue
	891	DBOSS-023	STD LTR 3D BC	KV60496U	01/29/2013 19:45		1032	C007	0076102932084791	3	147	7	Tue
	918	DBCS-005	STD LTR 3D BC	LV60601A	01/30/2013 01:45		1032	C007	0076102932084791	5	153	7	Wed
	919	DBCS-005	STD LTR 3D BC	LV60601A	01/30/2013 03:49		1032	C007	0076102932084791	2	155	7	Wed

[Print](#)

CONTAINER-TRAY DETAILED INFORMATION

[Excel](#)

PIECE LEVEL INFORMATION

IMb CODE	MAILER ID	MAILER NAME	SEQUENCE ID	JOB ID	JOB NAME	EDOC CRID	EDOC NAME
002	00						

CLASS	STANDARD	ORIGINATING	DESTINATING
Standard	3	606 CHICAGO	606 CHICAGO

CONTAINER LEVEL INFORMATION

CONTAINER BARCODE	STC DATE	STC USED	CET	ACTUAL ENTRY DATE	INDUCTION METHOD	SHIP DATE	SCAN DATE	ENTRY POINT	ORIGIN FACILITY	FAST APPT ID	ENTRY TYPE	CNTR LVL TYPE
99M	01/24/2013	SV UNLD SCAN DATETIME	1600	01/23/2013 16:16	DROPSHIP	01/17/2013 00:00	01/23/2013 16:16	LOCW12399	CHICAGO		DSCF	SCF

Container Scan Records	Site ID	Scan Type	Scan Source	Scan Date	APPT ID
	606	UNLD	SRFC_VSB	01/23/2013 16:16	113993012

TRAY LEVEL INFORMATION

TRAY BARCODE	TRAY (CIN) TYPE	SITE ID	SCAN TYPE	SCAN SOURCE	SCAN DATE	DEVICE ID
60601	STD LTR 3D BC	60607	PROCESSED	ATU	01/24/2013 16:37	ATU-001

Container At Risk

From: SASP@usps.gov [mailto:SASP@usps.gov]

Sent: Tuesday, January 29, 2013 8:10 AM

To: [REDACTED]

Cc: [REDACTED]

Subject: CHICAGO NDC CONTAINERS AT RISK FOR SERVICE FAILURE (TOMORROW)

Plant Manager - CHICAGO NDC,

The following Standard mailers have entered mail at your facility in which we have yet to see an automation scan that indicates the mail will meet service performance expectations.

THIS MAIL IS AT RISK FOR SERVICE FAILURES with a Start the Clock Date of 01/25/2013 and a last day to meet service standard of 01/30/2013.

[REDACTED] (1353585)

[REDACTED] NY>(5116761); [REDACTED], CT>(8283503)

Standard Letter

IM Container Barcode(s):

99M200552000000124601 (Sort:NDC Dest Zip:60808 Appt Id:114011339)

Unload: 01/25/2013 13:09:16 CHICAGO NDC

Container Ready to Process: 01/26/2013 14:33:44 CHICAGO NDC

IMb: 605005441200552047841501 (HSTS-001: 01/26/2013 12:41:55)

[REDACTED] IL>(2435874)

[REDACTED] NY>(5633156)

Standard Flat

IM Container Barcode(s):

99M021201000000773704 (Sort:Mixed NDC Dest Zip:60808 Appt Id:114011339)

Unload: 01/25/2013 12:58:37 CHICAGO NDC

Please send e-mails/feedback to the "Containers At Risk" e-mail address.

IMb Planning Tool



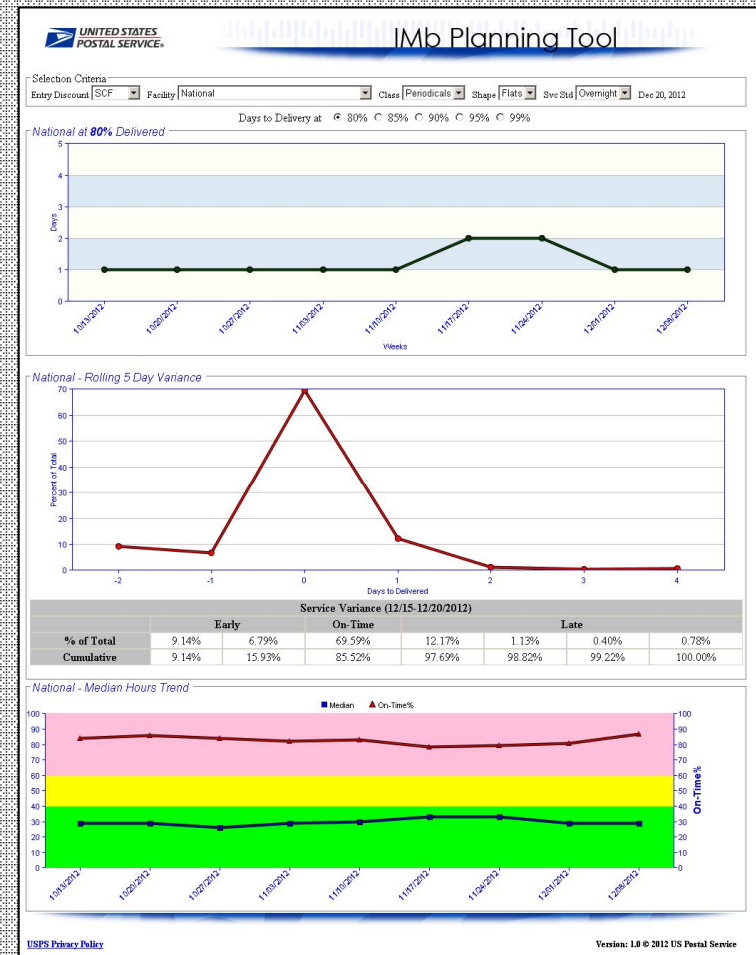
▪ Value to Mailers

- Displays current and historical trends of mail flow at induction facilities
- Aids analysis of the performance of mail to the expected delivery standard
- Facilitates the timing of induction with the desired delivery dates
- Includes performance from acceptance of the mail to the final stop-the-clock scan

- Available on:
 - RIBBS for Customers



- SPD USPS Internal



RIBBS



IMb Planning Tool - Microsoft Internet Explorer

https://ribbs.usps.gov/imb_planning_tool

UNITED STATES
POSTAL SERVICE®

National Customer Support Center

RIBBS®

Home Site Index A-Z Site Index by Topic Locators/Lookups Document Locator Contact Us

Mail Service Updates

Mail service updates are provided to the mailing industry so mailers are aware when service is suspended at Post Office facilities for any reason, including natural disasters, such as floods or fires. Updates are made in real time, and these pages are updated frequently. For details of the current impacted areas, [click here](#).

Intelligent Mail® Services



**October 14, 2012 Full-Service/PostalOne!
Release Delayed**

Full-Service Release – The Full-Service Release 11 for *PostalOne!*®, eVS, FAST®, Program Registration, and SASP and *PostalOne!* Release 32.0 will deploy on Sunday, October 28, 2012. The deployment will require an extended maintenance window to complete all software updates. There will be a *PostalOne!* outage from 8 p.m. CDT, Saturday, October 27, 2012, through 8 a.m. CDT, Sunday, October 28, 2012. A

Intelligent Mail®
Services

Latest News

Business

Customer Gateway

An Overview

Barcode

Decoder/Encoder

Barcode for Mailpieces

Education

Guides & Specs

IMb Tracing™

IMb Planning Tool

IMPORTANT UPDATES

On the Move

The National Customer Support Center (NCSC) is moving its office location. Starting Dec. 1, the new address for the NCSC will be:

**NATIONAL CUSTOMER SUPPORT CENTER
UNITED STATES POSTAL SERVICE
225 N HUMPHREYS BLVD STE 501
MEMPHIS TN 38188-1001**

The NCSC works closely with the mailing industry, vendors and internal postal customers to improve address quality. The USPS headquarters office of Address Management also is located at the NCSC.

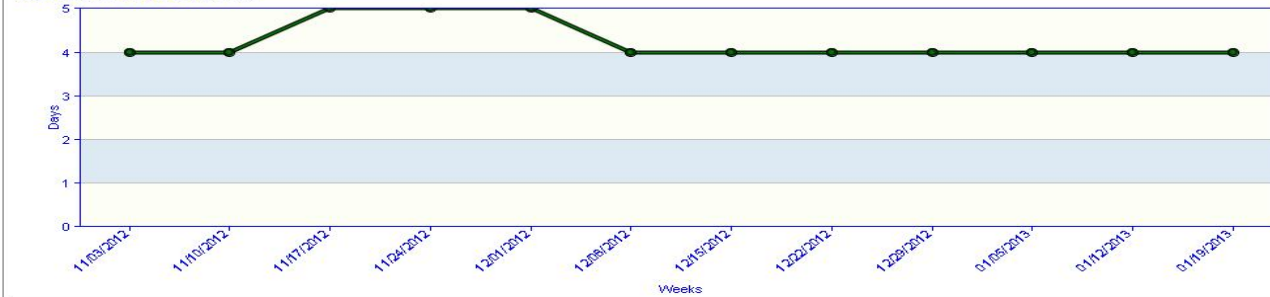


IMb Planning Tool

Selection Criteria
 Entry Discount: SCF Facility: National Class: Periodicals Shape: Flats Svc Std: Overnight Jan 25, 2013

Days to Delivery at 80% 85% 90% 95% 99%

National at 99% Delivered



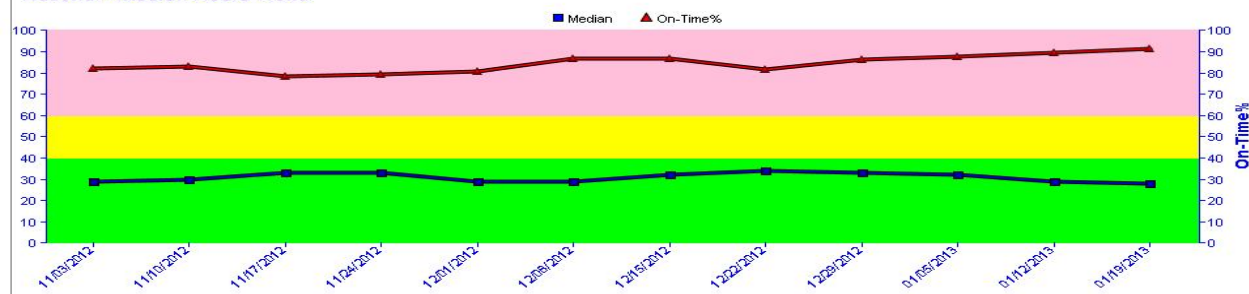
National - Rolling 5 Day Variance



Service Variance (01/19-01/25/2013)

	Early		On-Time		Late		
% of Total	9.30%	13.36%	68.85%	6.15%	1.15%	0.36%	0.81%
Cumulative	9.30%	22.67%	91.52%	97.67%	98.82%	99.19%	100.00%

National - Median Hours Trend



**Rolled Out
December
2012**

- **Three Reports:**
 - **Days to Delivery**
 - **Rolling 5-Day Variance**
 - **Cycle Time Trend**

▪ Reports

- **Based on Delivery Date**
- **Updated Daily by 4 PM ET**
 - **Rolling 5-Day**
- **Updated Weekly**
 - **Days to Delivery**
 - **Cycle Time Trend**
- **Display Rolling 12 Weeks of Data:**
 - **Days to Delivery Report**
 - **Cycle Time Trends Report**
- **Display Most Recent Week of Data:**
 - **Rolling 5-Day Variance Report**

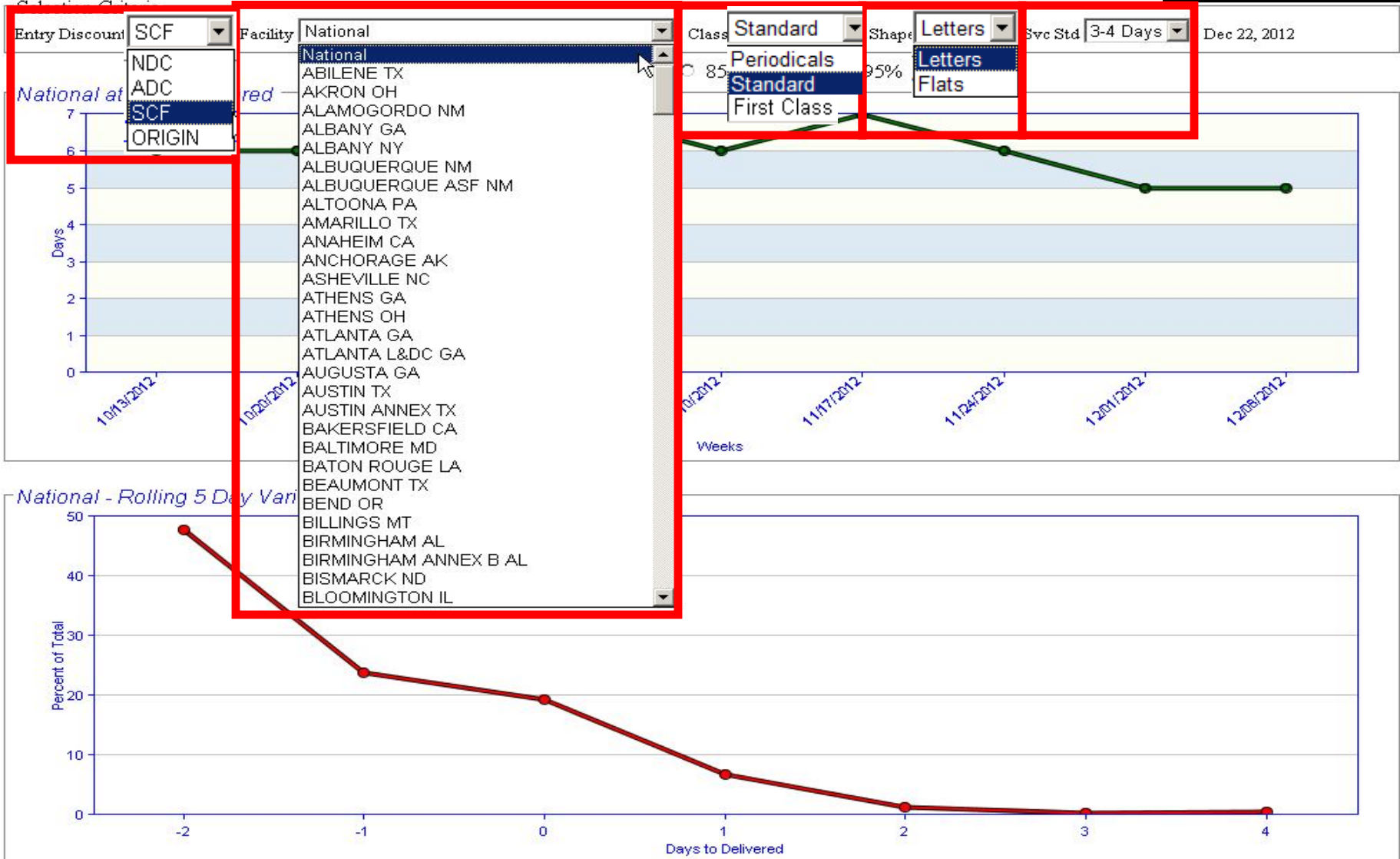
- **Apply published Service Standards**
 - **Mail Class**
 - **Entry Discount Type**
 - **Entry Point (3-Digit) to Delivery Point (3-Digit IMb)**

▪ Mailer Documentation is Critical for Service Measurement

▪ Key Elements Used:

- Entry Discount
- Induction Facility
- Shape
- Class

By Entry Discount	By Facility	By Mail Class	By Shape	By Svc Standard
--------------------------	--------------------	----------------------	-----------------	------------------------



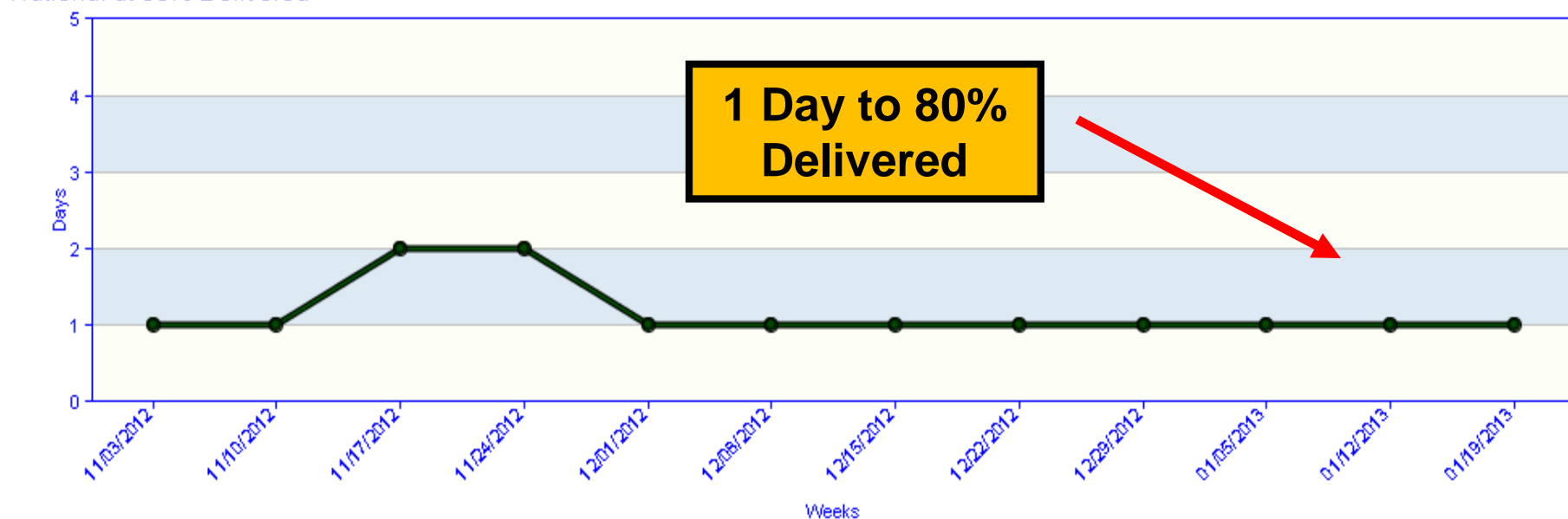
Days to Delivery Report

Selection Criteria

Entry Discount Facility Class Shape Svc Std Jan 24, 2013

Days to Delivery at 80% 85% 90% 95% 99%

National at 80% Delivered



*Rolling 12 Weeks of Data through 1/19

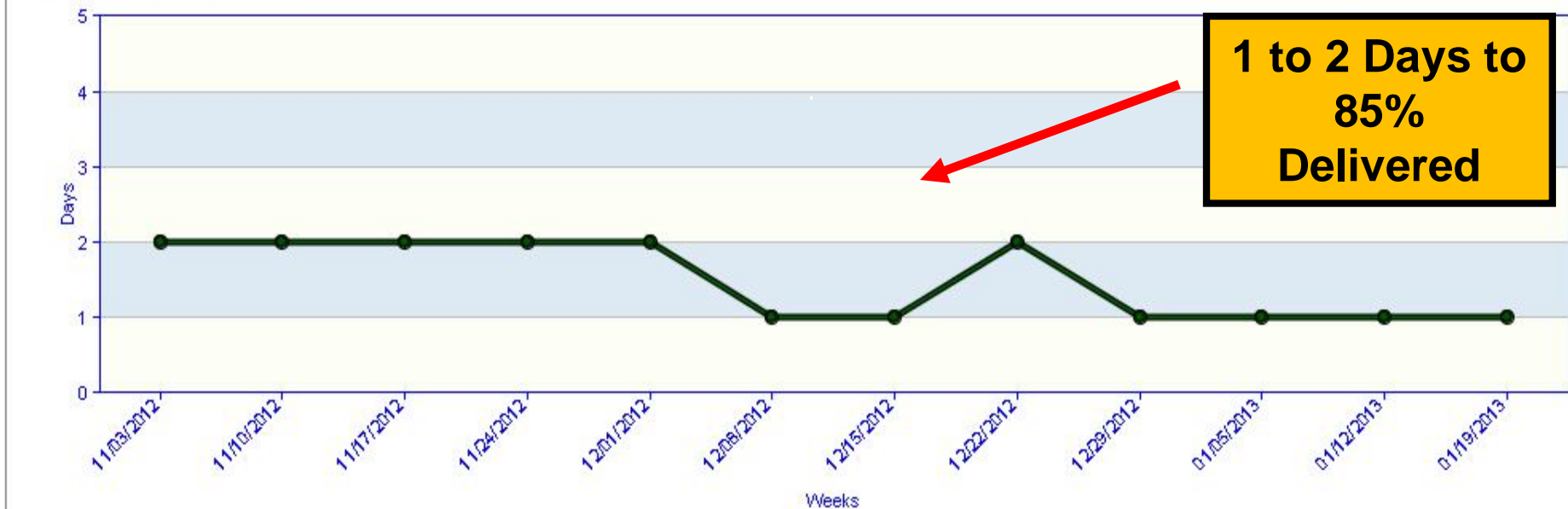
Days to Delivery Report

Selection Criteria

Entry Discount Facility Class Shape Svc Std Jan 24, 2013

Days to Delivery at 80% 85% 90% 95% 99%

National at 85% Delivered



*Rolling 12 Weeks of Data through 1/19

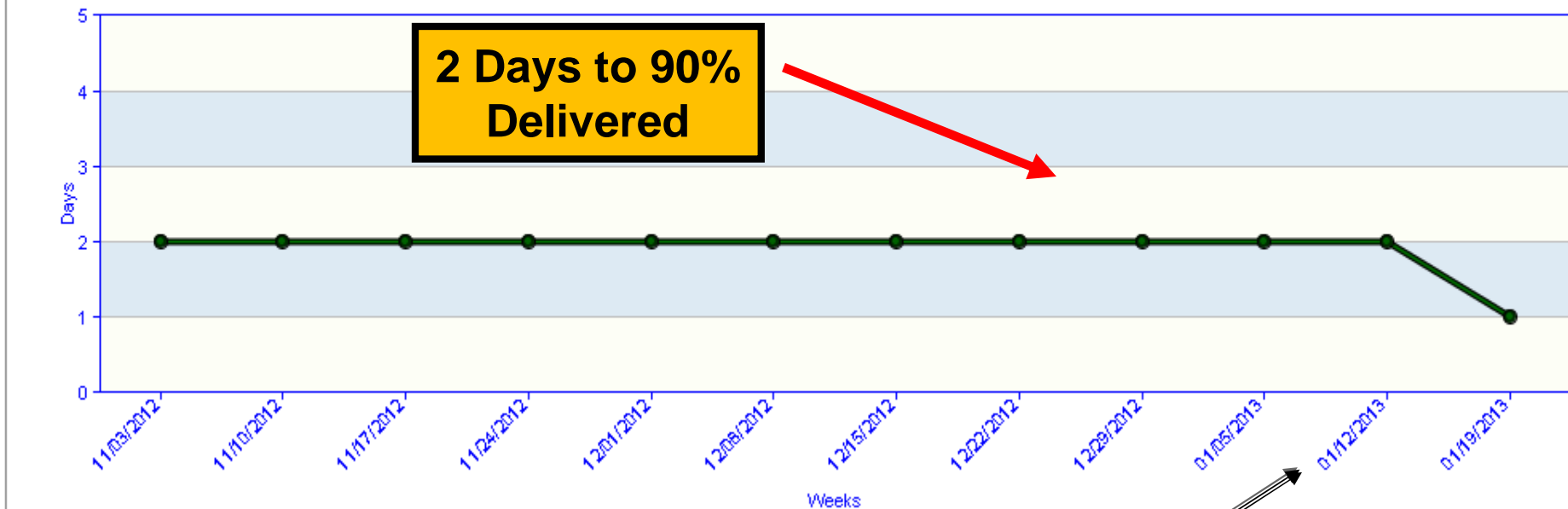
Days to Delivery Report

Selection Criteria

Entry Discount Facility Class Shape Svc Std Jan 24, 2013

Days to Delivery at 80% 85% 90% 95% 99%

National at 90% Delivered



National Webinar

*Rolling 12 Weeks of Data through 1/19

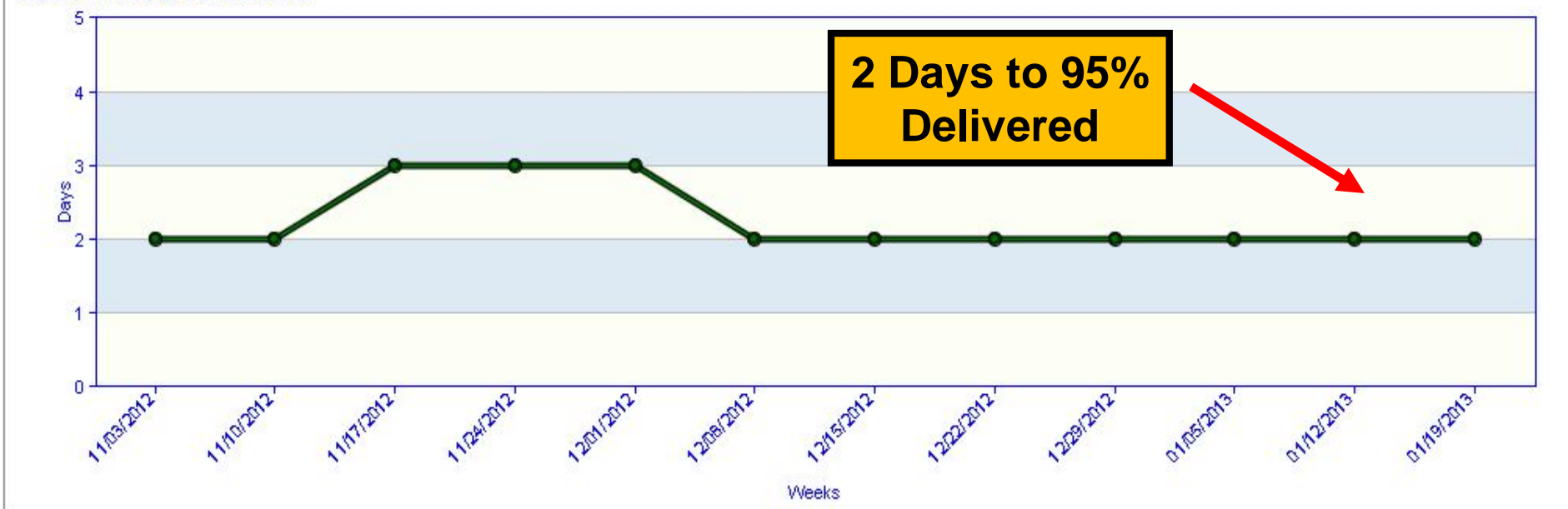
Days to Delivery Report

Selection Criteria

Entry Discount Facility Class Shape Svc Std Jan 24, 2013

Days to Delivery at 80% 85% 90% 95% 99%

National at 95% Delivered



*Rolling 12 Weeks of Data through 1/19

Days to Delivery Report

Selection Criteria

Entry Discount Facility Class Shape Svc Std Jan 24, 2013

Days to Delivery at 80% 85% 90% 95% 99%

National at 99% Delivered

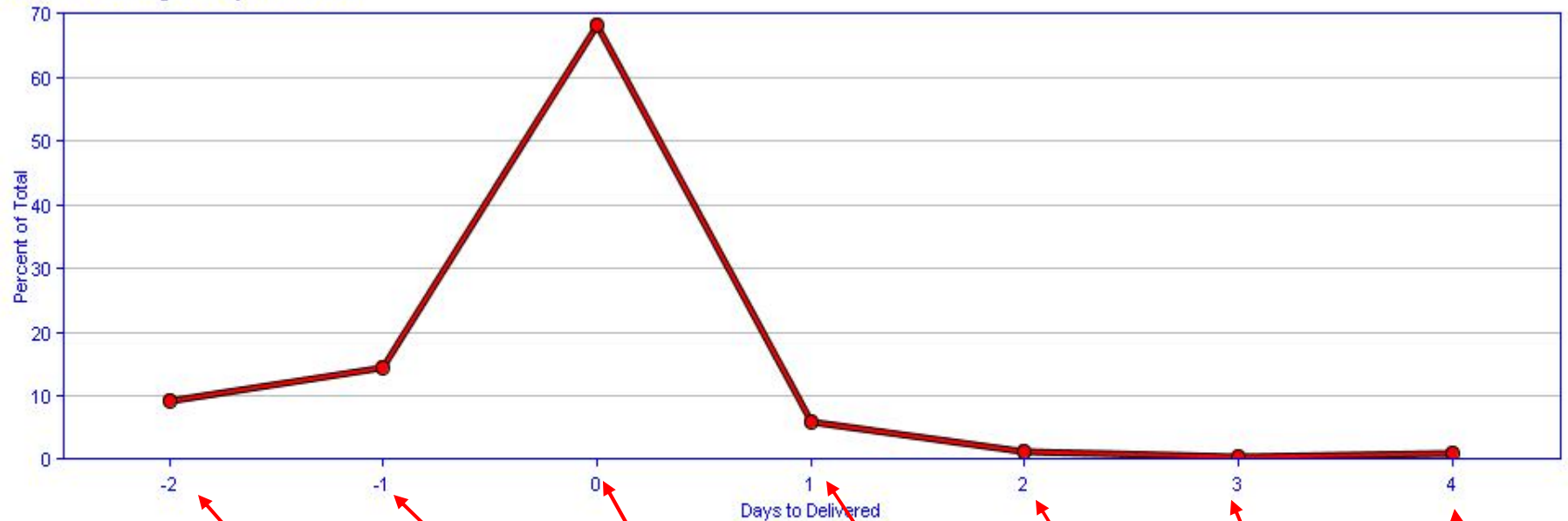


*Rolling 12 Weeks of Data through 1/19

- **Variance:**
 - **Early:**
 - **Before Service Standard**
 - **On-Time:**
 - **Meets Service Standard (0)**
 - **Late:**
 - **More than Service Standard**

Rolling 5-Day Service Variance*

National - Rolling 5 Day Variance

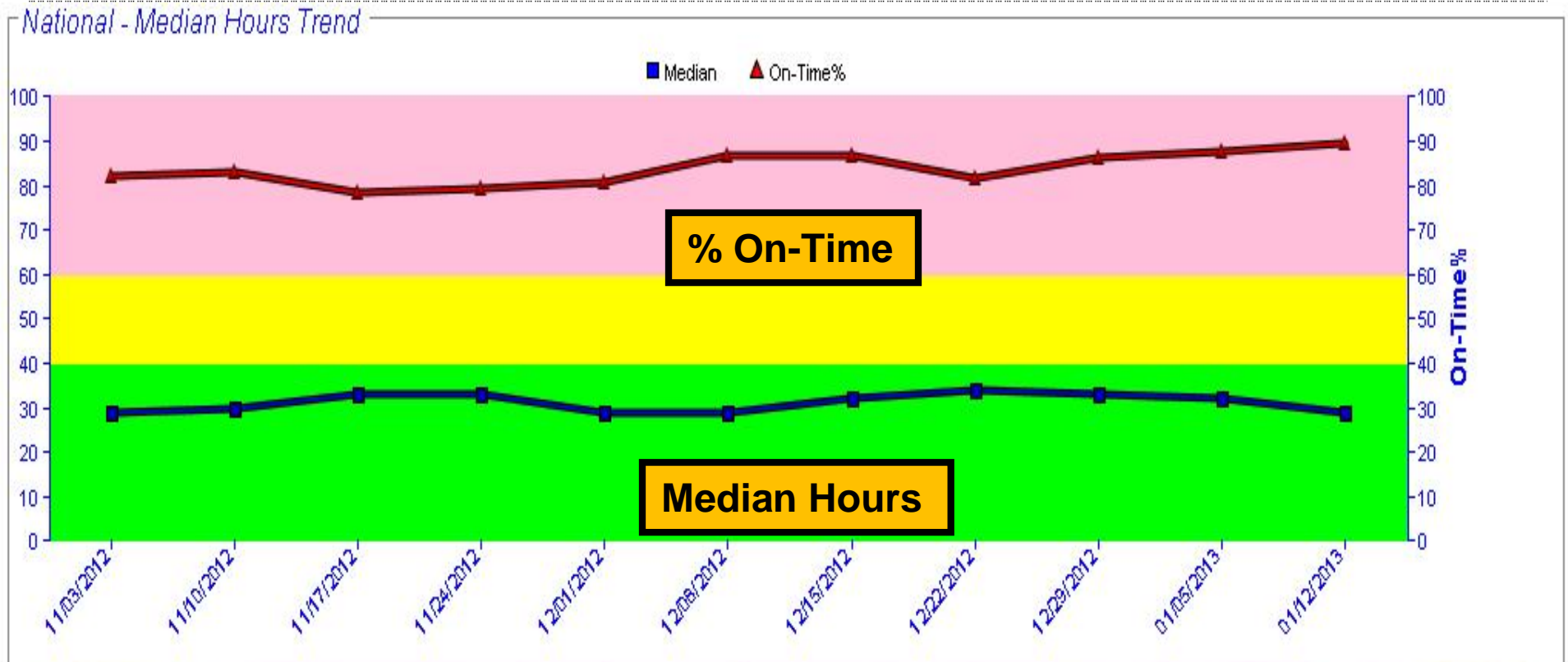


Service Variance (01/18-01/24/2013)

	Early		On-Time		Late		
% of Total	9.10%	14.50%	68.25%	5.84%	1.13%	0.33%	0.84%
Cumulative	9.10%	23.61%	91.86%	97.71%	98.83%	99.16%	100.00%

*Rolling 5-Day's of Data 1/18 - 1/24

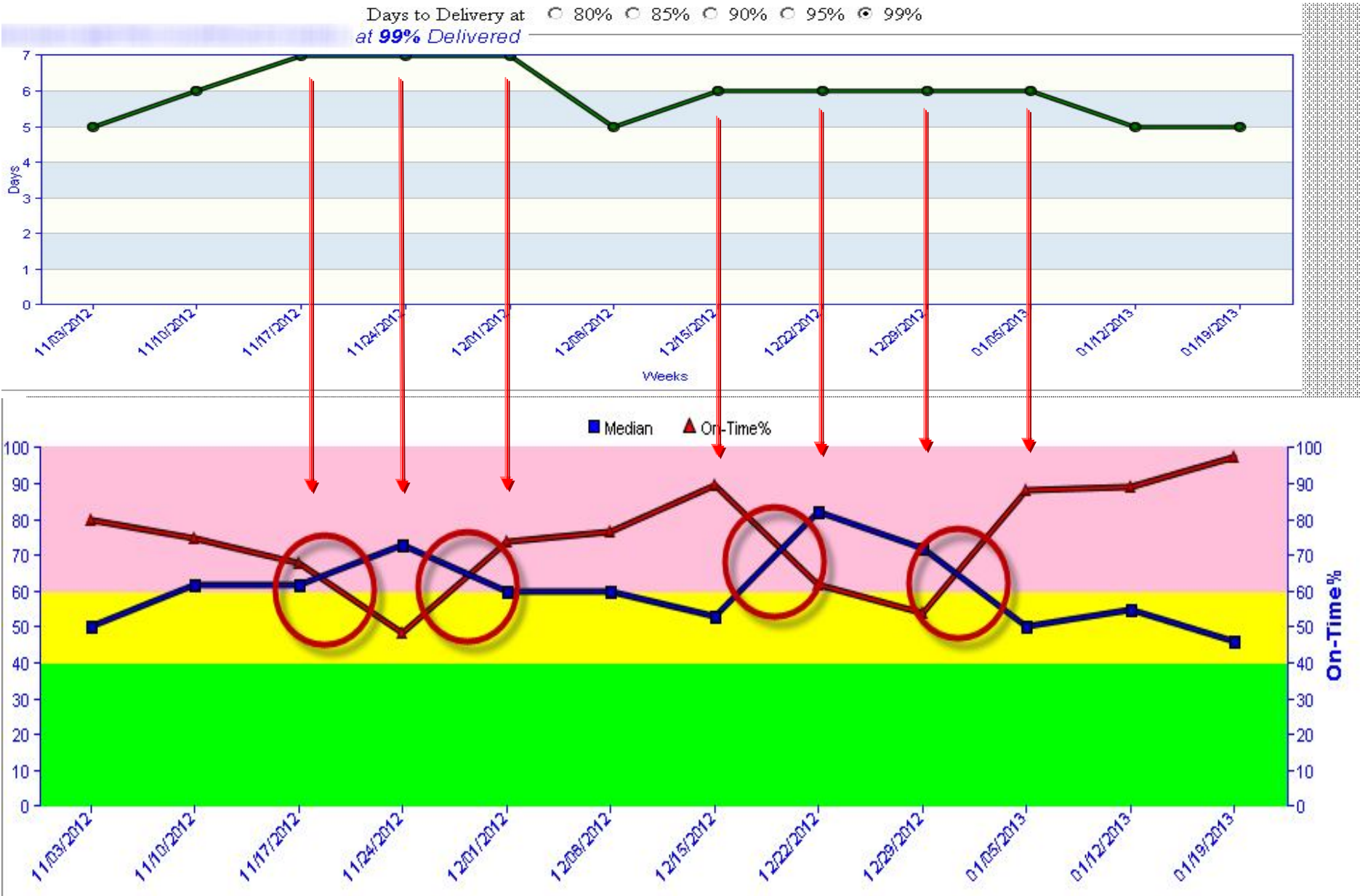
Service Performance and Median Hours Trend*



*Rolling 12 Weeks of Data through 1/12



IMb Planning Tool – Example STD SCF Letters

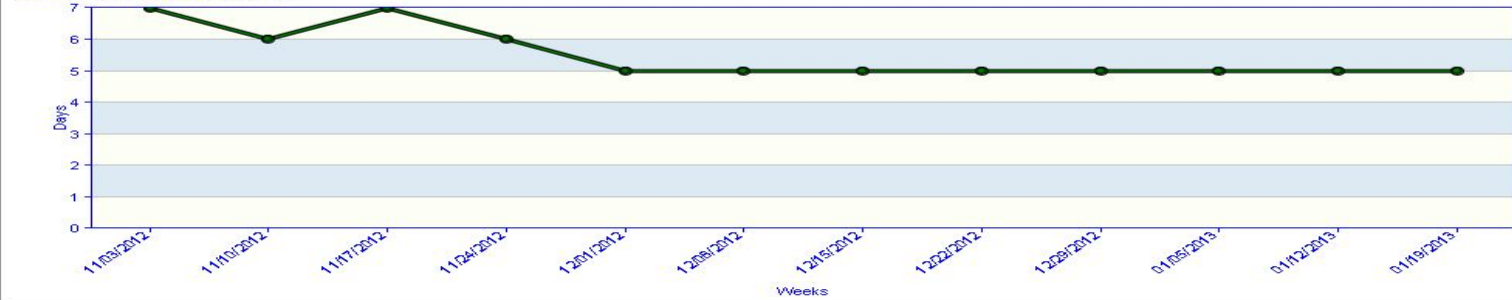


IMb Planning Tool

Selection Criteria
 Entry Discount: **SCF** Facility: **National** Class: **Standard** Shape: **Letters** Svc Std: **3-4 Days** Jan 29, 2013

Days to Delivery at 80% 85% 90% 95% 99%

National at 99% Delivered



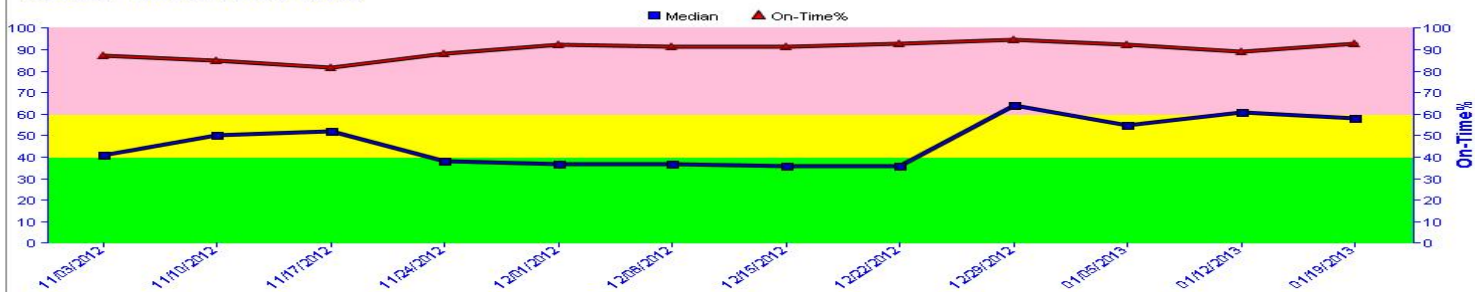
National - Rolling 5 Day Variance



Service Variance (01/24-01/29/2013)

	Early		On-Time		Late		
% of Total	21.07%	25.85%	43.30%	7.33%	1.65%	0.45%	0.37%
Cumulative	21.07%	46.92%	90.21%	97.54%	99.18%	99.63%	100.00%

National - Median Hours Trend



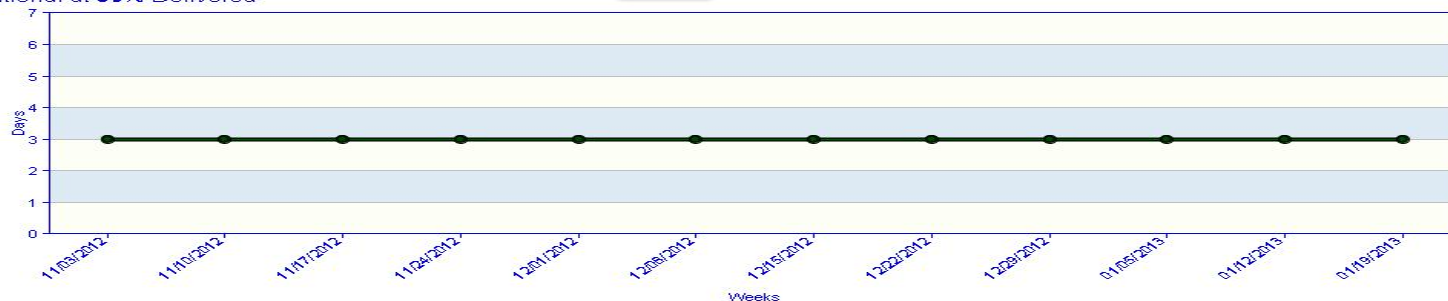


IMb Planning Tool

Selection Criteria
 Entry Discount | SCF | Facility | National | Class | Standard | Shape | Letters | Svc Std | 3-4 Days | Jan 29, 2013

Days to Delivery at 80% 85% 90% 95% 99%

National at 80% Delivered



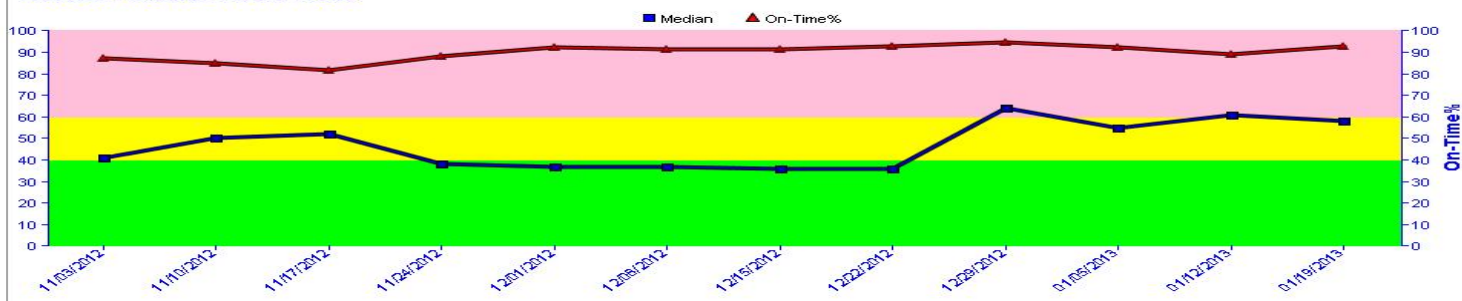
National - Rolling 5 Day Variance



Service Variance (01/24-01/29/2013)

	Early		On-Time		Late		
% of Total	21.07%	25.85%	43.30%	7.33%	1.65%	0.45%	0.37%
Cumulative	21.07%	46.92%	90.21%	97.54%	99.18%	99.63%	100.00%

National - Median Hours Trend



- **Assists mailers in timing of drop shipment**
- **Helps manage customer expectations**
- **Facilitates collaboration with industry through transparency**

Mail Visibility





Tracking Capability End of FY 2012 (Work in Progress)

Event	Full Service Letters/Flats
Acceptance	Complete
Depart Post Office/BMEU	Work in Progress
Arrive USPS Sort Facility (Origin)	Complete
Processed through USPS sort facility (enroute)	Complete
Depart USPS Sort Facility	Work in Progress
Enroute Tray and Sack Events	Complete
Arrive USPS Sort Facility (Destination)	Complete
Processed through USPS Sort Facility (enroute)	Complete
Depart USPS Sort Facility	Work in Progress
Arrival at Post Office	Work in Progress
Processing Complete	Work in Progress
Out for Delivery	Work in Progress
Delivered	Real Time Scanning - 2013

 Work in Progress
  Real Time
 Complete
  Scanning - 2013

Full Service Customers Only

65,808,000

**Electronic Info for
Containers and Trays
Received**



1,708,000

Container Scans

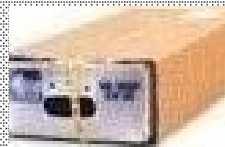
*Entered at USPS: 1,212,000
Enroute Arrive: 296,000
Enroute Depart: 200,000*



45,029,000

Tray Scans

*Enroute: 36,634,000
Enroute Arrive: 3,776,000
Enroute Depart: 4,619,000*



New Visibility for Mailers

24 Billion
(as of Jan 1, 2013)
**Piece level
automation scans**



All IMb™ Users

- **Bundle nesting from APPS**
- **Postal MTEL placard arrival-at-unit scans**
- **Post Office bundle scans**

Product Visibility will Transform our Business

- **Essential to compete**
- **Creates customer value**
- **Creates business value**
- **Drives world class service**
- **Provides information to improve our processing system**
- **Foundation for improved costing system**
- **Provides information to eliminate non-value added processes**



UNITED STATES
POSTAL SERVICE®

Questions