

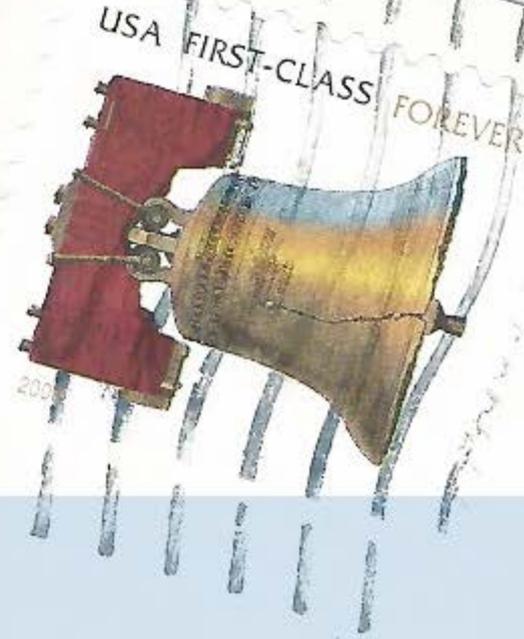
MTAC

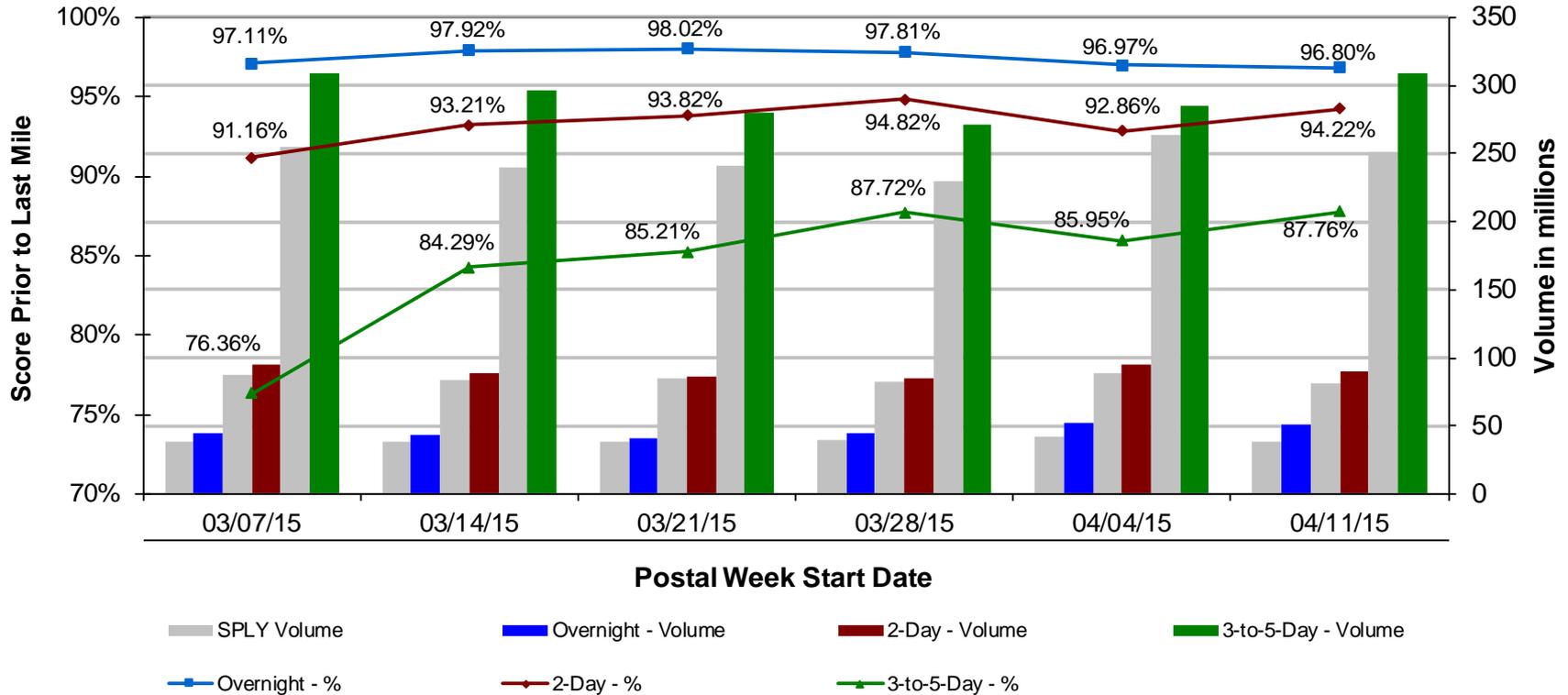


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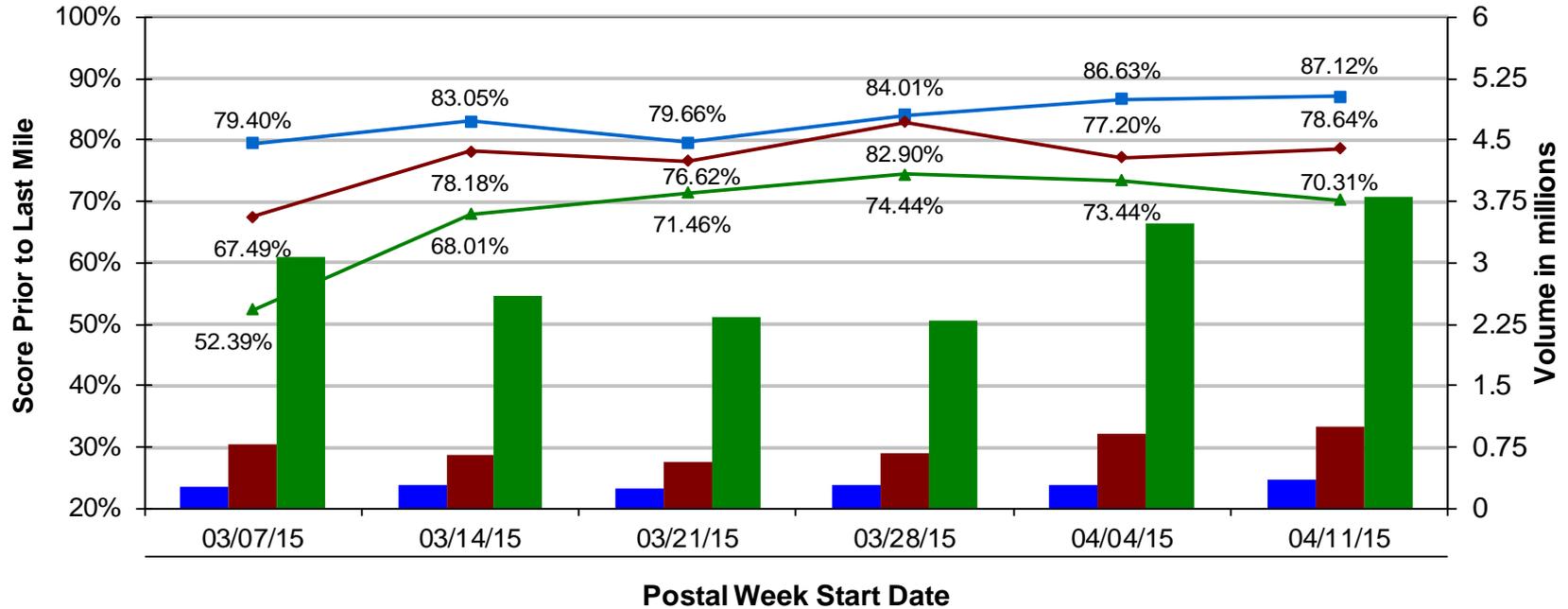
May 6, 2015

Service Performance



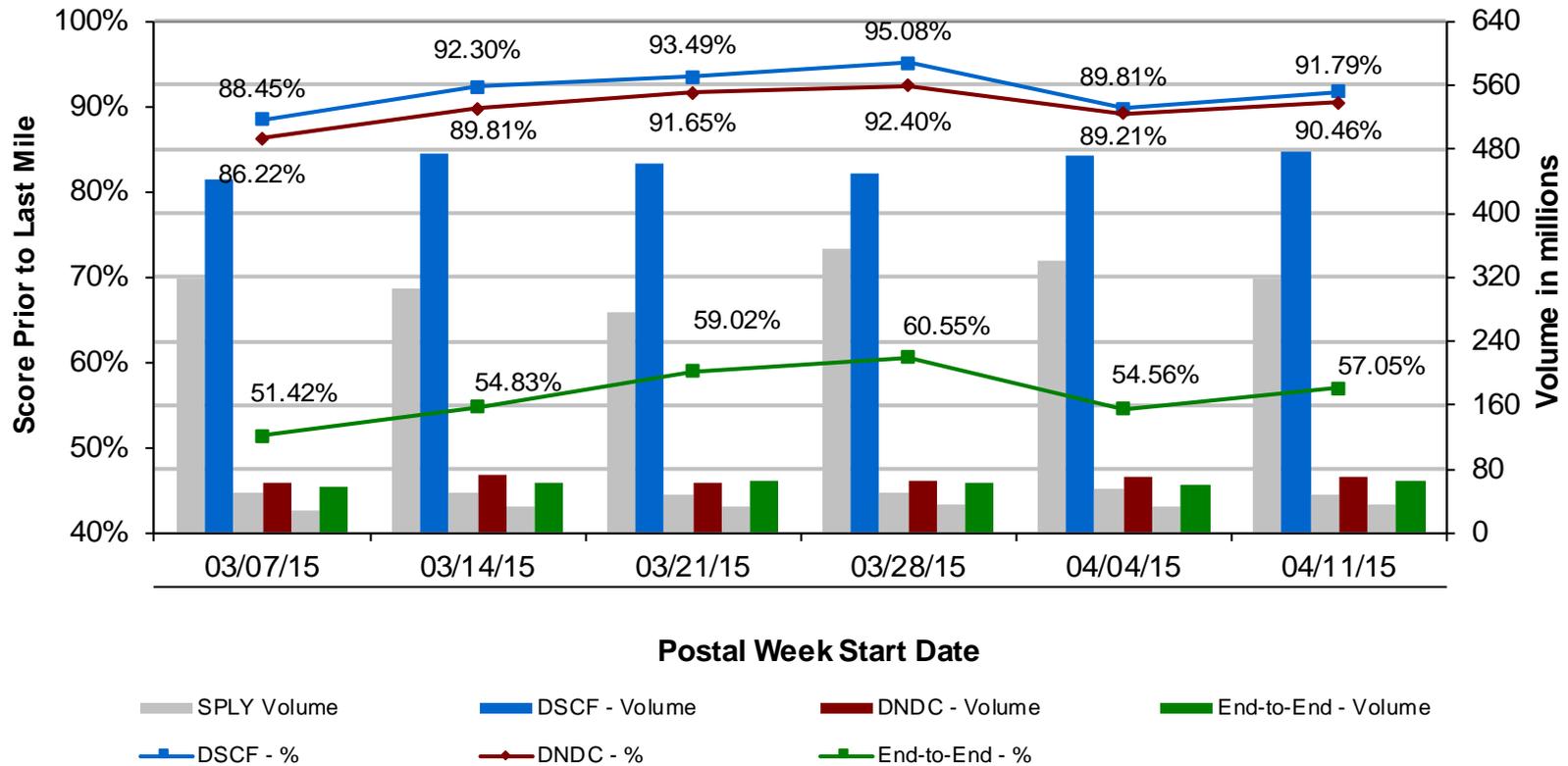


Q3 TD	Total Pieces Measured	Processing % On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
Overnight	129,794,342	97.10%	-2.14%	94.96%	96.80%	109,769,929	18.2%	96.90%	-1.94%
2-Day	228,038,452	93.96%	-2.03%	91.93%	96.50%	218,482,740	4.4%	96.42%	-4.49%
3-to-5-Day	689,136,882	86.94%	-1.84%	85.10%	95.25%	625,516,055	10.2%	91.54%	-6.44%
Total	1,046,969,676			87.81%	96.00%	953,768,724	9.8%	93.28%	-5.47%

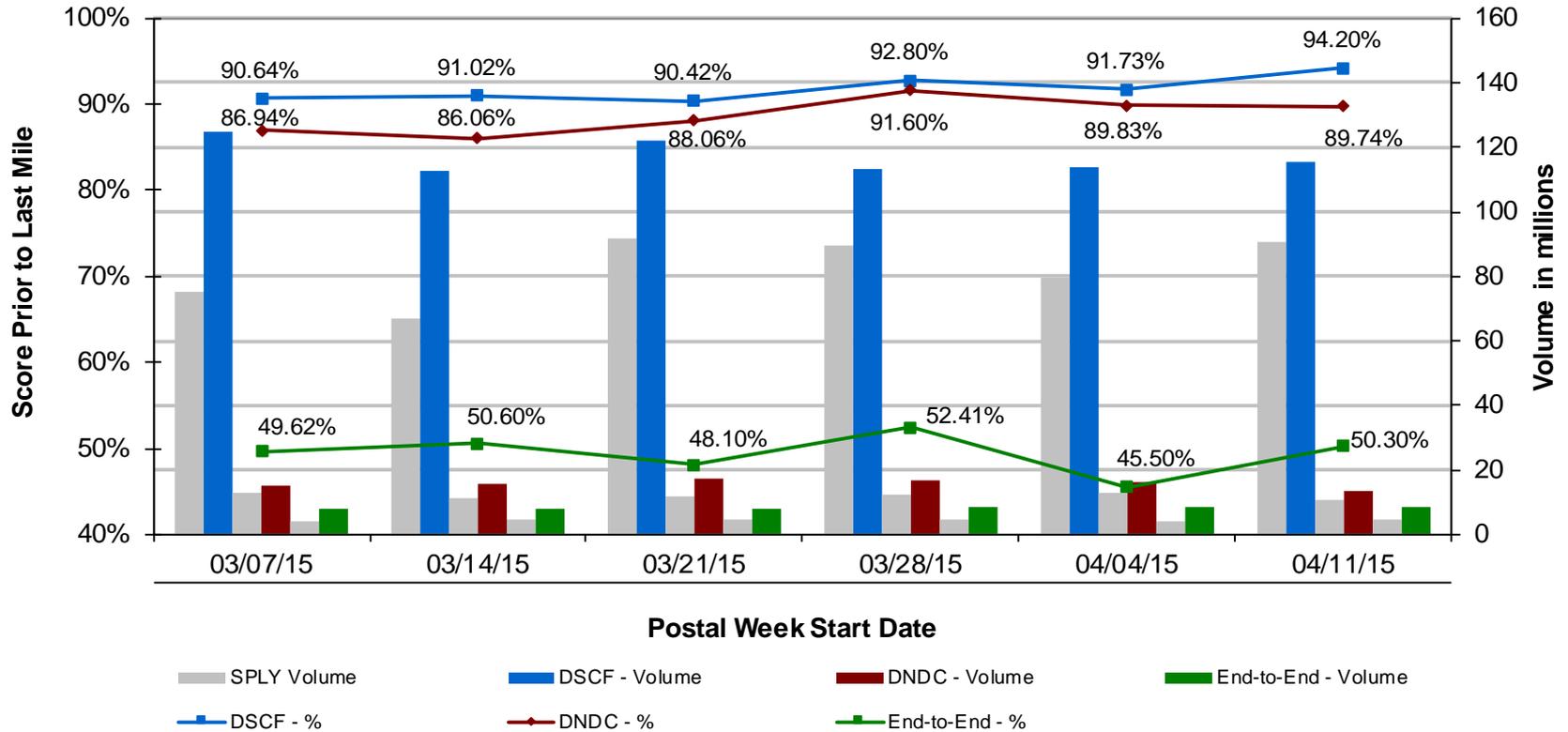


- Overnight - Volume
- 2-Day - Volume
- 3-to-5-Day - Volume
- Overnight - %
- ◆— 2-Day - %
- ▲— 3-to-5-Day - %

Q3 TD	Total Pieces Measured	Processing % On-Time	Last Mile Impact	Overall Score	Target Score
Overnight	809,563	86.92%	-6.08%	80.84%	96.80%
2-Day	2,224,274	79.08%	-6.81%	72.27%	96.50%
3-to-5-Day	8,095,667	71.60%	-5.94%	65.66%	95.25%
Total	11,129,504			68.09%	96.00%

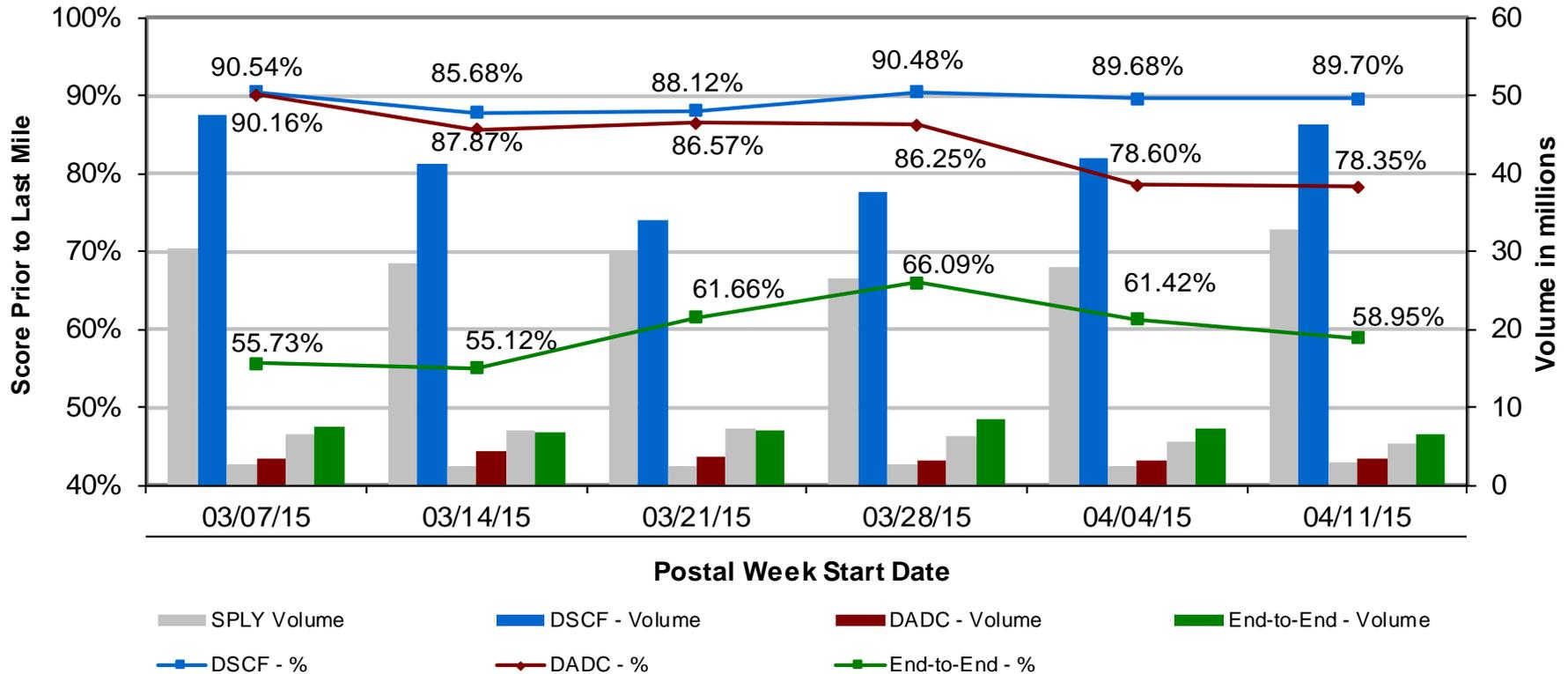


Q3 TD	Total Pieces Measured	Processing % On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Letters	1,179,508,085	91.54%	-1.67%	89.87%	91.00%	875,724,343	34.7%	91.53%	-1.66%
NDC Letters	165,394,471	89.67%	-1.69%	87.98%	91.00%	136,706,965	21.0%	92.12%	-4.14%
E2E Letters	155,299,322	57.18%	-0.91%	56.27%	91.00%	93,803,943	65.6%	63.91%	-7.64%
Total	1,500,201,878			84.63%		1,106,235,251	35.6%	87.18%	-2.55%



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	265,622,675	91.97%	-9.85%	82.12%	91.00%	209,927,506	26.5%	85.65%	-3.53%
NDC Flats	35,849,826	88.98%	-5.33%	83.65%	91.00%	30,178,841	18.8%	87.22%	-3.57%
E2E Flats	21,251,122	48.69%	-3.92%	44.77%	91.00%	11,278,458	88.4%	53.28%	-8.51%
Total	322,723,623			81.15%		251,384,805	28.4%	85.54%	-4.39%

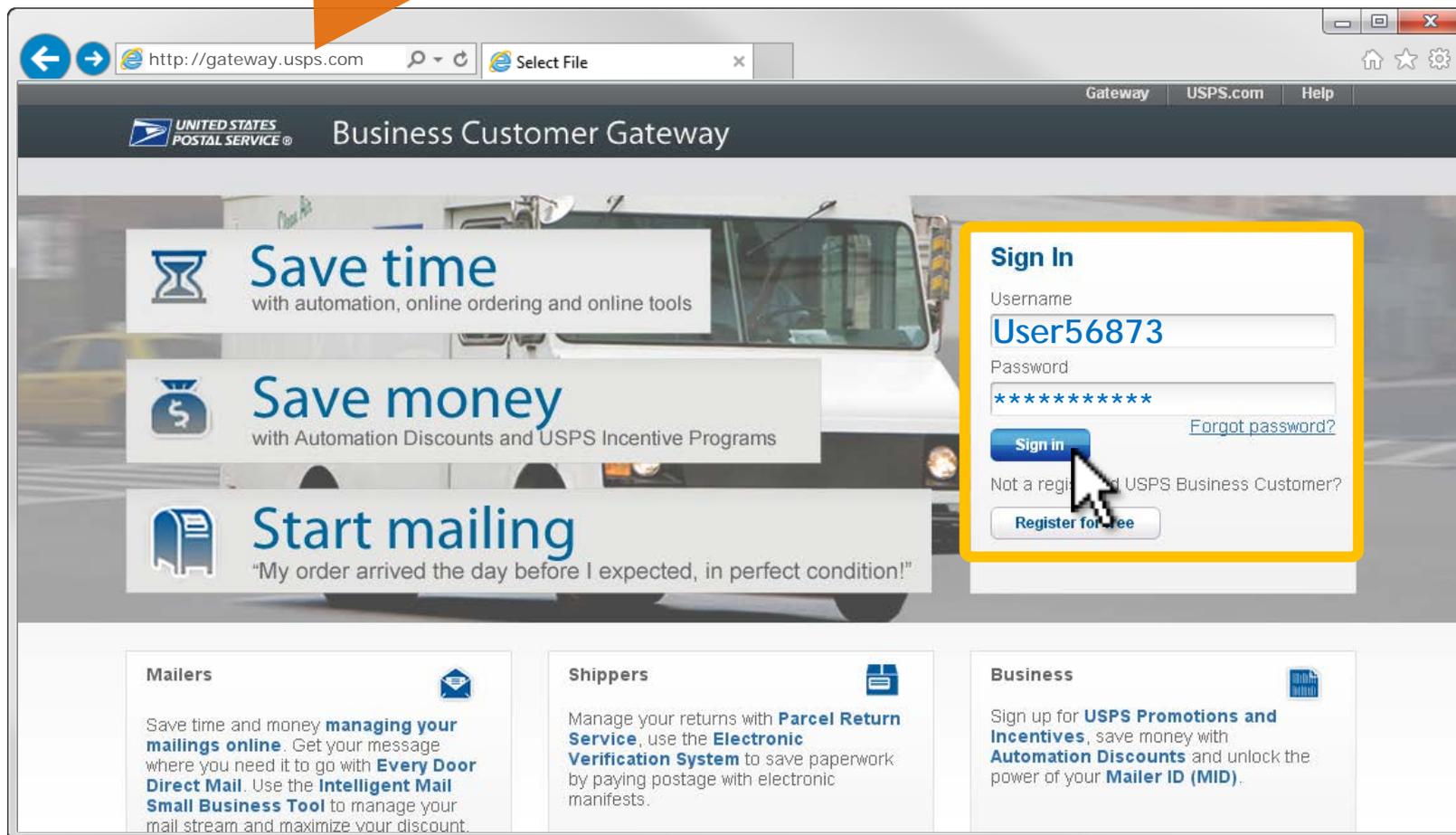
Note: Total scores include additional entry types not shown above.



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	111,047,369	90.41%	-9.45%	80.96%	91.00%	75,613,871	46.9%	86.72%	-5.76%
ADC Flats	8,407,114	80.17%	-9.26%	70.91%	91.00%	7,020,795	19.7%	88.43%	-17.52%
E2E Flats	18,173,348	62.05%	-2.90%	59.15%	91.00%	14,825,440	22.6%	68.17%	-9.02%
Total	137,627,831			75.71%		97,460,106	41.2%	82.20%	-6.49%

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

**Access Full Service Bundle
Visibility portal via Business
Customer Gateway**



The screenshot shows the USPS Business Customer Gateway website. The browser address bar displays <http://gateway.usps.com>. The page header includes the USPS logo and the text "Business Customer Gateway". The main content area features three promotional banners: "Save time with automation, online ordering and online tools", "Save money with Automation Discounts and USPS Incentive Programs", and "Start mailing" with a testimonial. A "Sign In" form is highlighted with a yellow border, containing fields for "Username" (User56873) and "Password" (masked with asterisks), a "Sign in" button, a "Forgot password?" link, and a "Register for free" button. Below the main content, there are three sections: "Mailers", "Shippers", and "Business", each with a brief description of services.

Save time
with automation, online ordering and online tools

Save money
with Automation Discounts and USPS Incentive Programs

Start mailing
"My order arrived the day before I expected, in perfect condition!"

Sign In

Username

Password

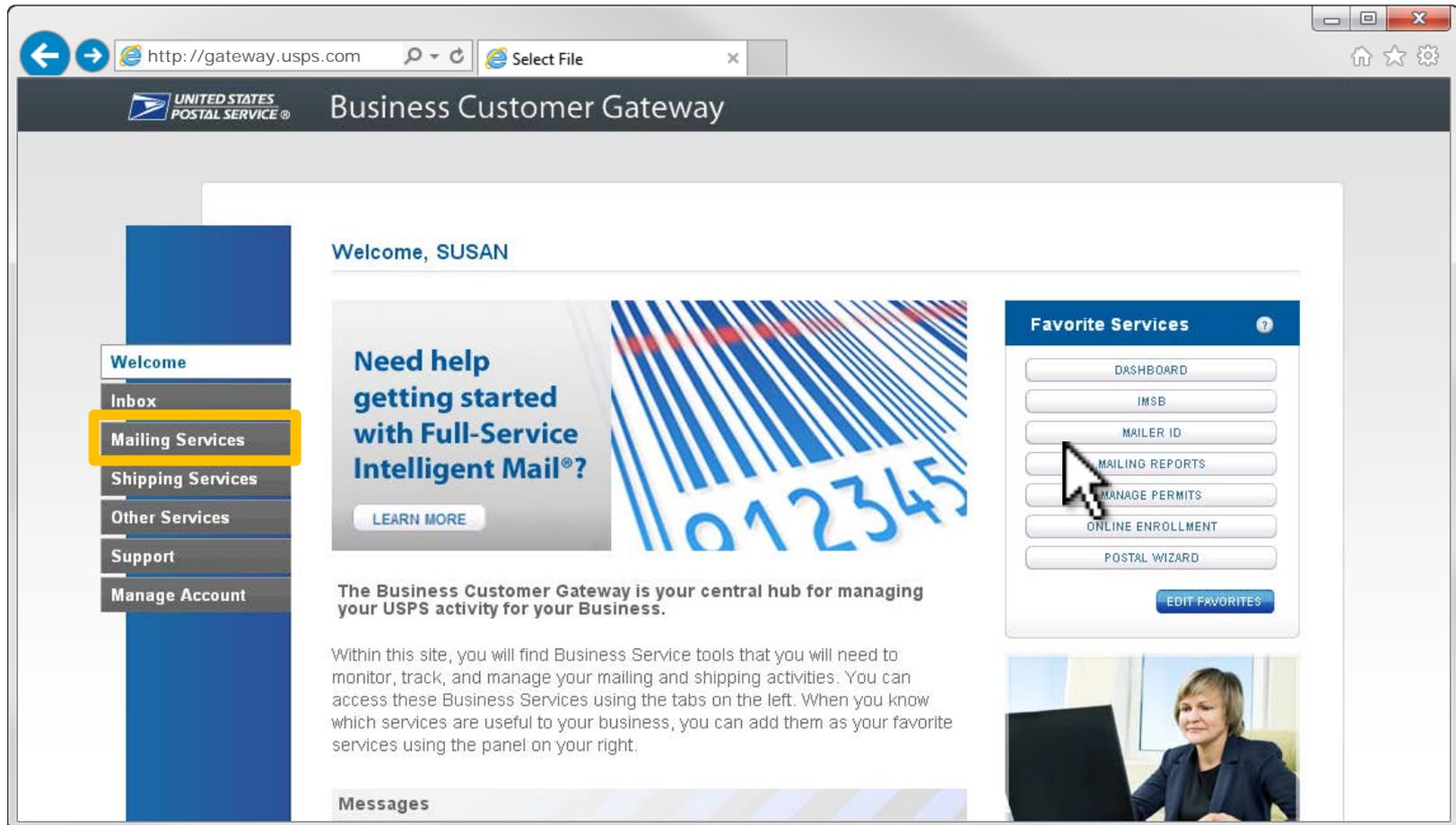
[Forgot password?](#)

Not a registered USPS Business Customer?

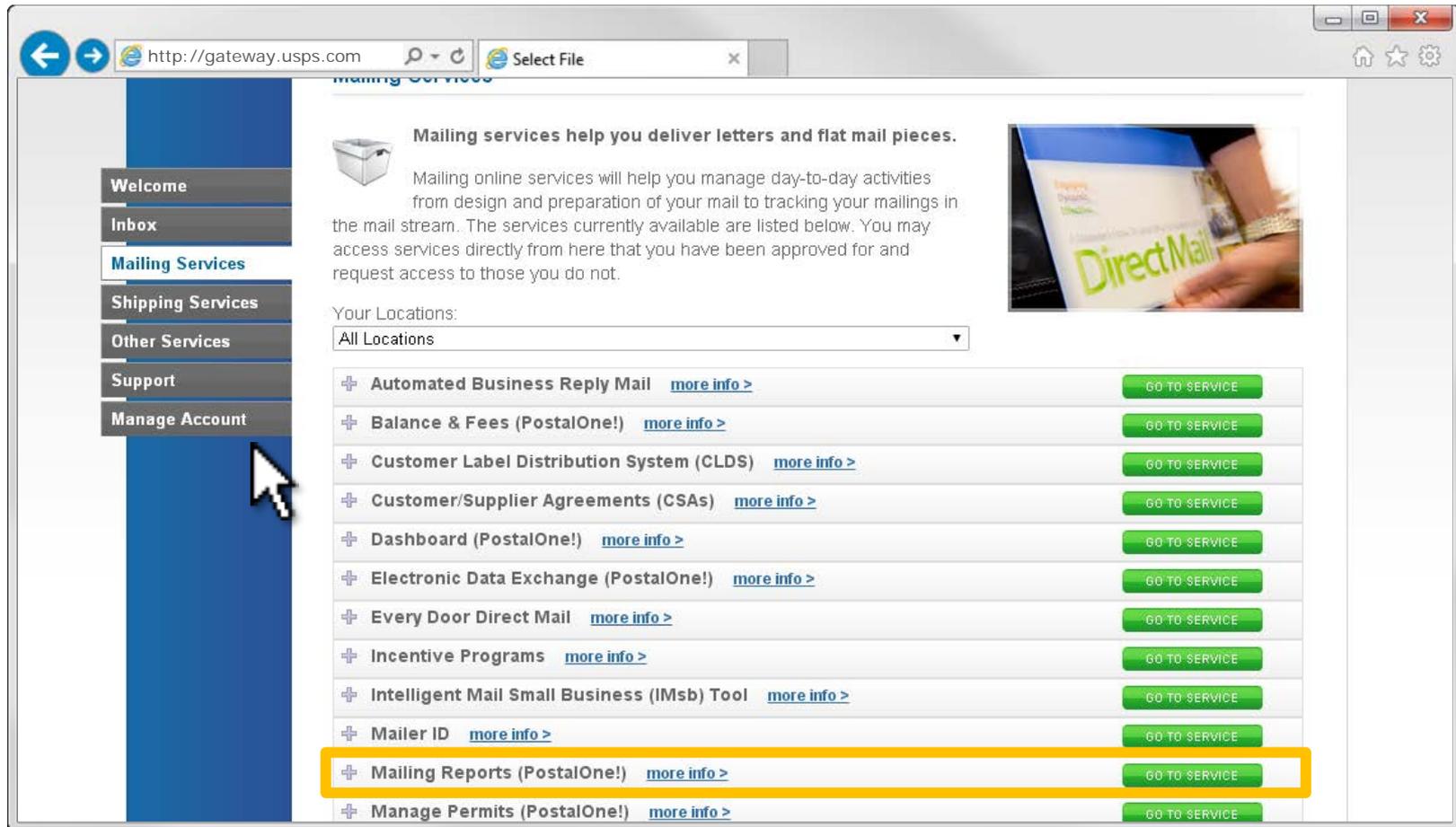
Mailers
Save time and money **managing your mailings online**. Get your message where you need it to go with **Every Door Direct Mail**. Use the **Intelligent Mail Small Business Tool** to manage your mail stream and maximize your discount.

Shippers
Manage your returns with **Parcel Return Service**, use the **Electronic Verification System** to save paperwork by paying postage with electronic manifests.

Business
Sign up for **USPS Promotions and Incentives**, save money with **Automation Discounts** and unlock the power of your **Mailer ID (MID)**.

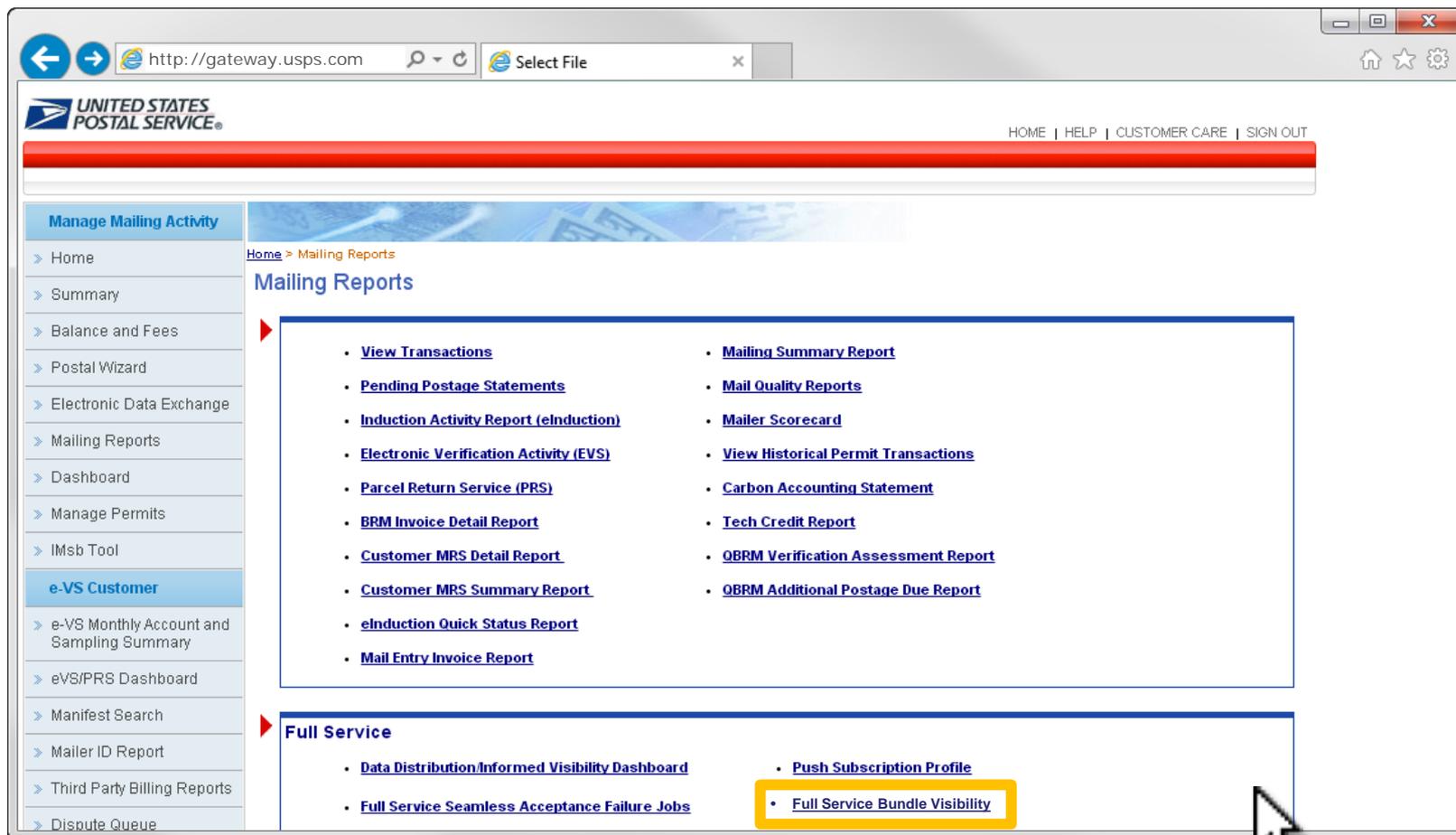


The screenshot shows a web browser window with the address `http://gateway.usps.com`. The page title is "Business Customer Gateway". On the left is a vertical navigation menu with the following items: Welcome, Inbox, Mailing Services (highlighted with a yellow border), Shipping Services, Other Services, Support, and Manage Account. The main content area features a welcome message "Welcome, SUSAN" and a large banner for "Need help getting started with Full-Service Intelligent Mail®?" with a "LEARN MORE" button. Below the banner is a paragraph: "The Business Customer Gateway is your central hub for managing your USPS activity for your Business." and another paragraph: "Within this site, you will find Business Service tools that you will need to monitor, track, and manage your mailing and shipping activities. You can access these Business Services using the tabs on the left. When you know which services are useful to your business, you can add them as your favorite services using the panel on your right." To the right of the main content is a "Favorite Services" panel with a list of buttons: DASHBOARD, IMSB, MAILER ID, MAILING REPORTS, MANAGE PERMITS, ONLINE ENROLLMENT, and POSTAL WIZARD, along with an "EDIT FAVORITES" button. At the bottom left, there is a "Messages" section. At the bottom right, there is a small image of a woman sitting at a desk with a laptop.



The screenshot shows a web browser window at <http://gateway.usps.com>. The left sidebar contains navigation links: Welcome, Inbox, **Mailing Services**, Shipping Services, Other Services, Support, and Manage Account. The main content area is titled "Mailing services help you deliver letters and flat mail pieces." and includes a description of mailing online services, a "Your Locations:" dropdown menu set to "All Locations", and a list of services with "GO TO SERVICE" buttons. The "Mailing Reports (PostalOne!)" service is highlighted with a yellow box.

Service Name	More Info	Action
Automated Business Reply Mail	more info >	GO TO SERVICE
Balance & Fees (PostalOne!)	more info >	GO TO SERVICE
Customer Label Distribution System (CLDS)	more info >	GO TO SERVICE
Customer/Supplier Agreements (CSAs)	more info >	GO TO SERVICE
Dashboard (PostalOne!)	more info >	GO TO SERVICE
Electronic Data Exchange (PostalOne!)	more info >	GO TO SERVICE
Every Door Direct Mail	more info >	GO TO SERVICE
Incentive Programs	more info >	GO TO SERVICE
Intelligent Mail Small Business (IMsb) Tool	more info >	GO TO SERVICE
Mailer ID	more info >	GO TO SERVICE
Mailing Reports (PostalOne!)	more info >	GO TO SERVICE
Manage Permits (PostalOne!)	more info >	GO TO SERVICE



The screenshot shows a web browser window at <http://gateway.usps.com>. The page header includes the USPS logo and navigation links: HOME | HELP | CUSTOMER CARE | SIGN OUT. The left sidebar contains a menu with categories: Manage Mailing Activity, e-VS Customer, and others. The main content area is titled "Mailing Reports" and contains two sections of links. The "Full Service" section at the bottom has a yellow box highlighting the link "Full Service Bundle Visibility". A mouse cursor is pointing at the bottom right of the page.

Manage Mailing Activity

- > Home
- > Summary
- > Balance and Fees
- > Postal Wizard
- > Electronic Data Exchange
- > Mailing Reports
- > Dashboard
- > Manage Permits
- > IMsb Tool

e-VS Customer

- > e-VS Monthly Account and Sampling Summary
- > eVS/PRS Dashboard
- > Manifest Search
- > Mailer ID Report
- > Third Party Billing Reports
- > Dispute Queue

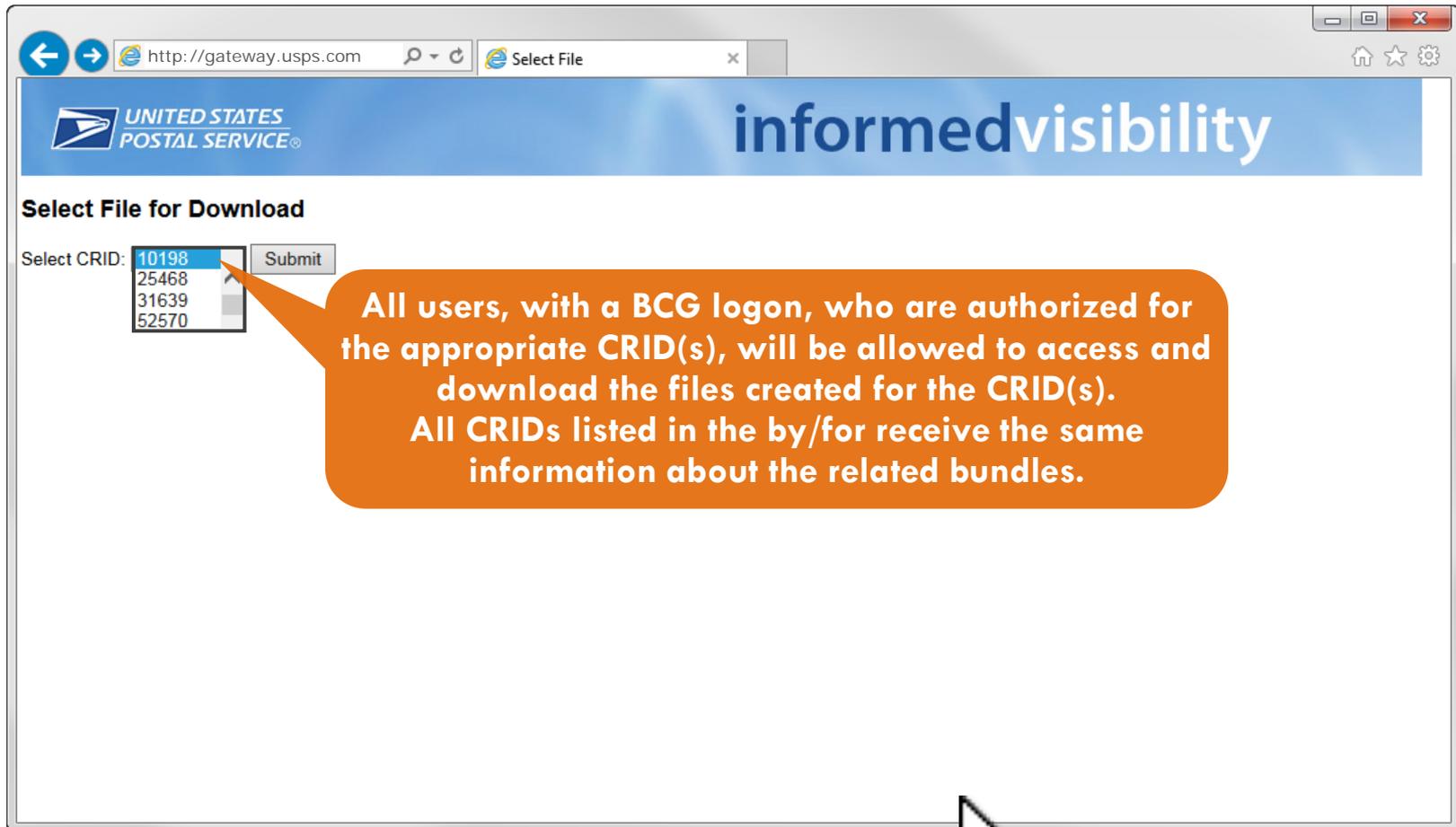
Home > Mailing Reports

Mailing Reports

- [View Transactions](#)
- [Pending Postage Statements](#)
- [Induction Activity Report \(eInduction\)](#)
- [Electronic Verification Activity \(EVS\)](#)
- [Parcel Return Service \(PRS\)](#)
- [BRM Invoice Detail Report](#)
- [Customer MRS Detail Report](#)
- [Customer MRS Summary Report](#)
- [eInduction Quick Status Report](#)
- [Mail Entry Invoice Report](#)
- [Mailing Summary Report](#)
- [Mail Quality Reports](#)
- [Mailer Scorecard](#)
- [View Historical Permit Transactions](#)
- [Carbon Accounting Statement](#)
- [Tech Credit Report](#)
- [OBRM Verification Assessment Report](#)
- [OBRM Additional Postage Due Report](#)

Full Service

- [Data Distribution/Informed Visibility Dashboard](#)
- [Full Service Seamless Acceptance Failure Jobs](#)
- [Push Subscription Profile](#)
- [Full Service Bundle Visibility](#)

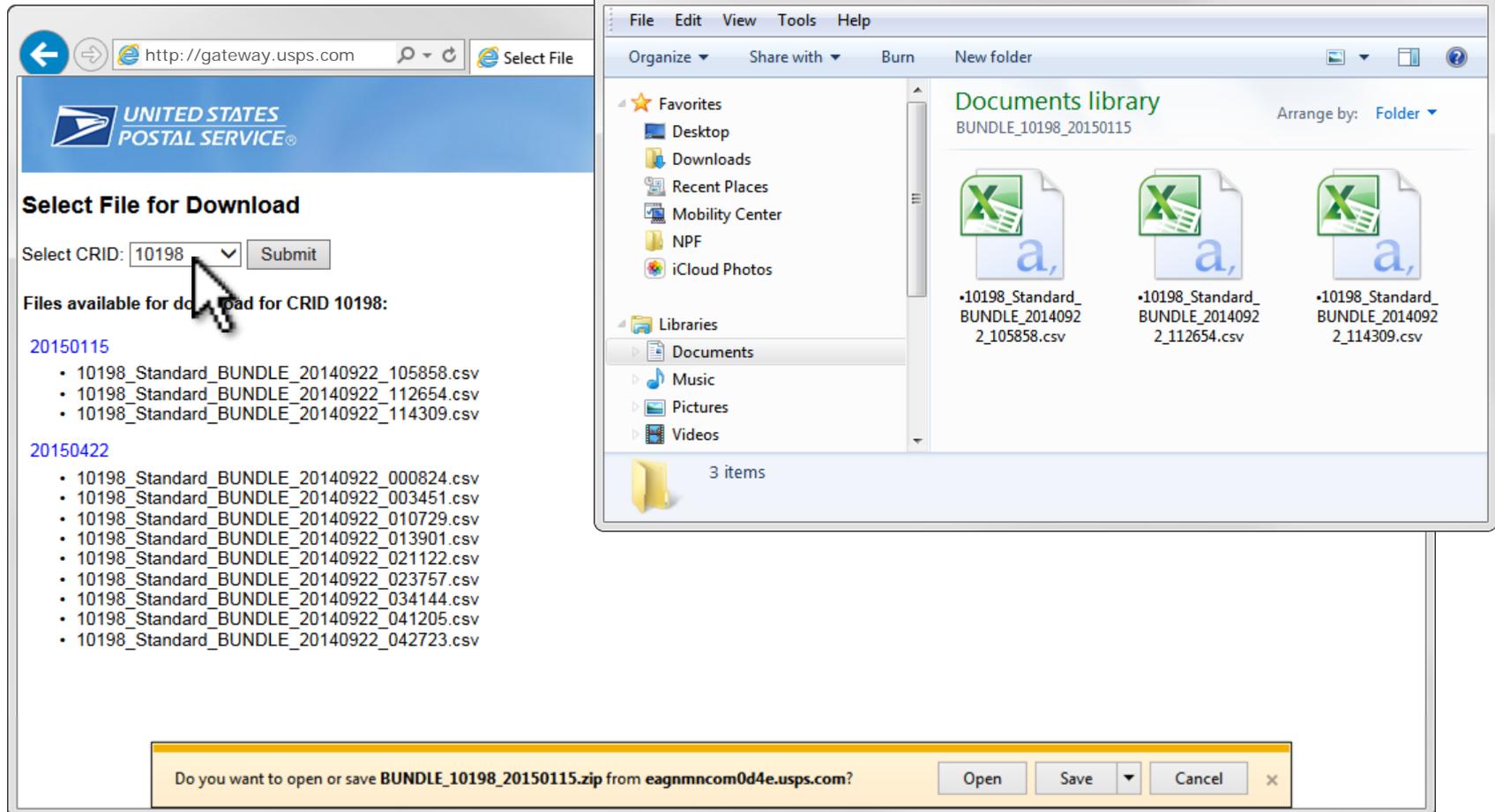


Select File for Download

Select CRID:

25468
31639
52570

All users, with a BCG logon, who are authorized for the appropriate CRID(s), will be allowed to access and download the files created for the CRID(s). All CRIDs listed in the by/for receive the same information about the related bundles.



http://gateway.usps.com

**UNITED STATES
POSTAL SERVICE®**

Select File for Download

Select CRID:

Files available for download for CRID 10198:

20150115

- 10198_Standard_BUNDLE_20140922_105858.csv
- 10198_Standard_BUNDLE_20140922_112654.csv
- 10198_Standard_BUNDLE_20140922_114309.csv

20150422

- 10198_Standard_BUNDLE_20140922_000824.csv
- 10198_Standard_BUNDLE_20140922_003451.csv
- 10198_Standard_BUNDLE_20140922_010729.csv
- 10198_Standard_BUNDLE_20140922_013901.csv
- 10198_Standard_BUNDLE_20140922_021122.csv
- 10198_Standard_BUNDLE_20140922_023757.csv
- 10198_Standard_BUNDLE_20140922_034144.csv
- 10198_Standard_BUNDLE_20140922_041205.csv
- 10198_Standard_BUNDLE_20140922_042723.csv

Documents library
BUNDLE_10198_20150115

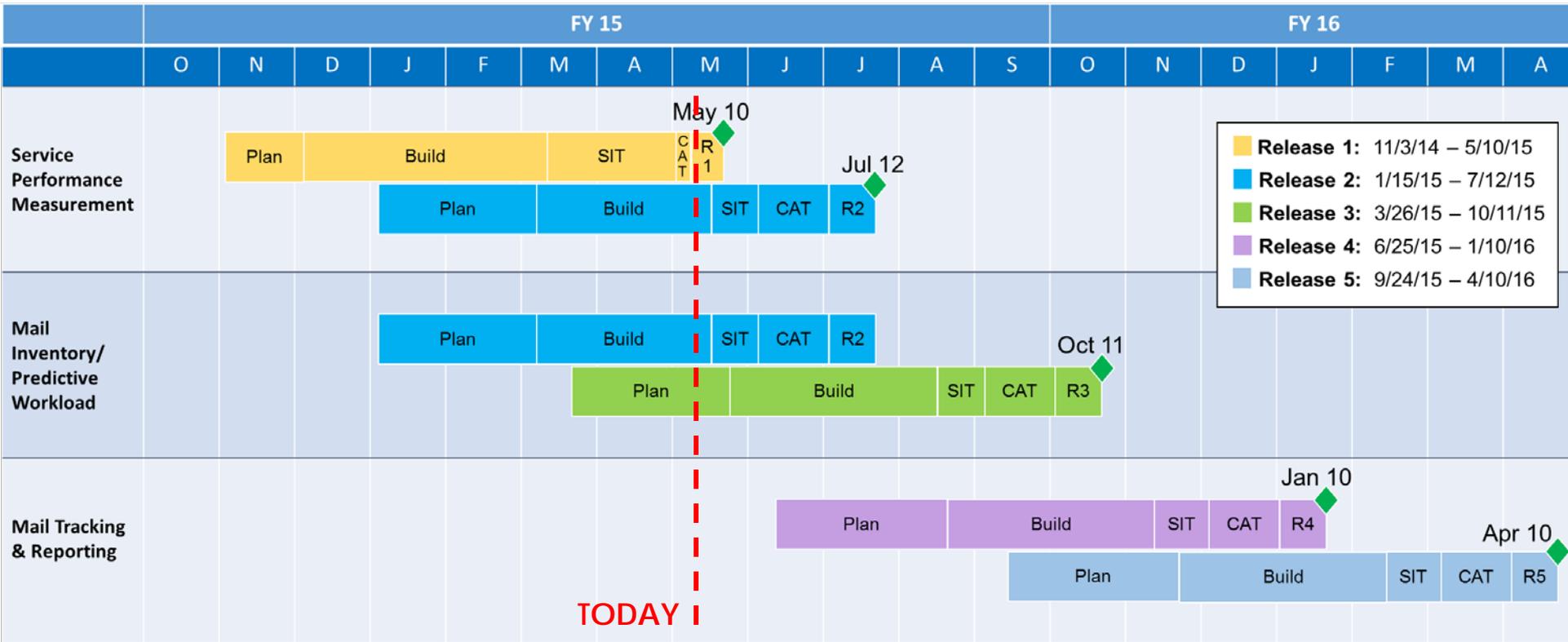
•10198_Standard_BUNDLE_20140922_105858.csv

•10198_Standard_BUNDLE_20140922_112654.csv

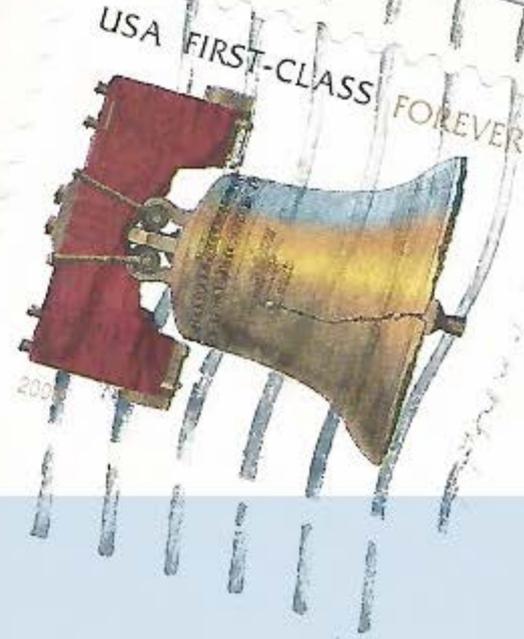
•10198_Standard_BUNDLE_20140922_114309.csv

3 items

Do you want to open or save **BUNDLE_10198_20150115.zip** from **eagnmncom0d4e.usps.com?**



Address Management



Move Update Clarification Requested

- User Group 5 raised concerns that there is no authoritative documentation regarding the inclusion in Move Update of below change-of-address (COA) records:
 - Moved-Left-No-Address (MLNA)
 - Box-Closed-No- Order (BCNO)
 - Foreign Moves
 - Handling of Legal Restraint in SASP assessment
- Address Management preparing a Federal Register to state policy on these change-of-address types regarding Move Update
 - Clarification of Legal Restraint handling in SASP to be included
- Inclusion of UAA due to a change-of-address greater than 18-months and NCOA^{Link} return codes 5, 14, 19 in SASP assessment
 - Impact of NCOA^{Link} return codes not significant at ~ 0.03% - 0.05%
 - Exclusion of COAs from Move Update in above situations not practical

ACS Data Quality Issues

- Discussions in User Group 5 on quality of ACS records
 - New addresses that do not DPV validate as complete addresses
 - Variation between Internet Change-of-Address and PS Form 3575
 - Consistency of UAA reason codes
 - Consistency of ACS records with NCOA^{Link} data
- Consideration of suppressing ACS records that fail quality checks
 - No clear consensus within mailing industry
- Increase customer use of Internet Change-of-Address
- Standardization of UAA reason codes to improve quality
 - No clear consensus within mailing industry
- Cross-check incoming ACS records using NCOA^{Link}

Change-of-Address Data Quality Initiatives

- Address hygiene processes currently in use to standardize change-of-address data include:
 - CASS address matching
 - Address Element Correction
 - Electronic Uncoded Address Resolution (eUARS) review by field
- Address Management to review addition of *ACS Quality Indicator* in the ACS record to enable mailer to design business rules on whether to include or exclude record
 - Availability in Full Service ACS to be determined
 - Quality checks may impact timeliness of fulfillment

Comparison of Address Quality by COA Entry Method

ICOA			
Total	DPV	Secondary Deficient	Does not DPV
24,930,627	24,192,597	616,816	121,214
	97.0%	2.5%	0.5%
HARDCOPY			
Total	DPV	Secondary Deficient	Does not DPV
36,668,417	35,001,410	1,284,840	382,167
	95.45%	3.50%	1.04%
COMBINED			
Total	DPV	Secondary Deficient	Does not DPV
61,599,044	59,194,007	1,901,656	503,381
	96.10%	3.09%	0.82%

Package Services



Agenda

Action items from February

- Session conversation on Informed Visibility as it relates to Package Services at the next MTAC meeting (Steve Dearing to present)
- Provide explanation on difference between STD Mail Fullfilment Parcels vs Std Mail Marketing Parcels
- Highlight Service Type Codes & Updates that are in PUB 199 (March 1, 2015)
- Provide PDX information in UG & to K. Elkin
- Turn on Visibility for MID Owner/User, unregistered and flagged inactive MIDs

New Agenda items

- Update on new deployment date the delay on visibility to new extract event codes for Mis-Matched MIDs? This is very valuable data for shippers. Helps to eliminate problems with MID mis-use, some of which contributes to Unmanifested Pieces
- Include new visibility events (VC/VX) in the next eVS/PTR user group. The package was scanned delivered, it disappeared, and the shipper had to reship the product at their cost.
 - USPS will talk with the consumer Advocate about how issue resolution information is communication to shippers when issues occur after delivery.

Recommendation:

Measure IMpb compliance for assessment at the first Arrival-at-Post Office* Event (07) for:

- **Destination delivery address and/or 11-Digit DPV ZIP Code**
- **Shipping Services File v1.6 or higher**

Thresholds must be met to avoid non-compliance fees

***The Arrival at Post Office scan is typically synonymous with sorting to carrier route, except when carrier route sorts occur on parcel sorters at upstream plants.**

Implementation for Assessments :

- **February 2015 – April 2015: Measure only, non-compliance pieces below threshold not assessed \$0.20 fee**
- **May 2015 – July 2015 – Measure compliance at the Arrival at Post Office event, assess \$0.20 fee for non-compliant pieces exceeding threshold**
- **August 2015 – Determine if compliance measurement at the Arrival at Post Office event is effective or needs to occur at an earlier event**
- **Fixes for eVS IMpb report May 6, 2015**

Item #	Scheduled date	issue
11034	5/6	eVS IMPB Compliance Report Issue: Delivery Info Validation at an AAU event
11035	5/6	IMPB Non-Comp: Mail pieces becoming compliant with MA not being marked as so

March 2015 IMpb Metrics

Product	% IMpb Barcode Threshold 99%	% Address/11-Digit ZIP Code* Threshold 98%	% Address and/or 11Digit ZIP Code	% Address Only	% SSFv1.6 or Higher* Threshold 97%
Bound Printed Matter Parcels	99.76%	76.17%	50.91%	25.26%	88.82%
Library Mail	89.54%	55.88%	22.37%	33.51%	57.66%
Standard Post	36.04%	28.49%	21.21%	7.28%	28.15%
Media Mail	95.69%	91.83%	48.45%	43.38%	91.70%
Critical Mail	100.00%	93.40%	30.63%	62.77%	92.99%
Priority Mail Express	62.61%	61.81%	45.41%	16.40%	61.39%
First-Class Package Service	98.34%	95.51%	65.99%	29.52%	95.65%
Parcel Select Lightweight	99.87%	96.29%	44.84%	51.44%	98.56%
Priority Mail	95.69%	93.76%	62.59%	31.17%	94.11%
Parcel Select	99.52%	97.13%	61.88%	35.25%	98.58%
Standard Mail Marketing Parcels	100.00%	88.78%	47.08%	41.70%	90.60%
Standard Mail Parcels Non-Profit	100.00%	29.52%	13.14%	16.38%	38.57%
Unspecified	59.02%	8.88%	4.63%	4.25%	5.83%
Total	98.00%	93.07%	56.20%	36.86%	94.86%

Source: USPS Product Tracking & Reporting

* Note: Timeliness not factored into performance

March 2015 Shipping Services File Timeliness By Product

Product	% Arrival at Post Office Event Prior to Shipping Services File
Bound Printed Matter Parcels	2.90%
Critical Mail	0.17%
First-Class Package Services	1.38%
Library Mail	0.56%
Media Mail	1.01%
Parcel Select	4.30%
Parcel Select Lightweight	3.45%
Priority Mail Express	0.84%
Priority Mail	0.96%
Standard Mail Marketing Parcels	8.15%
Standard Mail Nonprofit Parcels	0.95%
Standard Post	0.62%
Unspecified	0.89%
Total	2.77%

Source: USPS Product Tracking & Reporting (PTR)
USPS Product Performance Reporting (PPR)

March 2015 Shipping Services File Timeliness By eVS Type

Product	% Arrival at Post Office Event Prior to Shipping Services File (Other)	% Arrival at Post Office Event Prior to Shipping Services File (Non-eVS)	% Arrival at Post Office Event Prior to Shipping Services File (eVS)	% Arrival at Post Office Event Prior to Shipping Services File (Total)
Bound Printed Matter Parcels	1.23%	0.27%	5.51%	2.90%
Critical Mail	0.00%	0.29%	0.05%	0.17%
First-Class Package Service	13.65%	1.09%	2.94%	1.38%
Library Mail	0.00%	0.60%	0.21%	0.56%
Media Mail	0.20%	1.07%	0.25%	1.01%
Parcel Select	0.16%	0.07%	6.45%	4.30%
Parcel Select Lightweight	0.21%	0.16%	4.33%	3.45%
Priority Mail	0.36%	0.86%	2.23%	0.96%
Priority Mail Express	0.47%	0.73%	4.13%	0.84%
Standard Mail Marketing Parcels	0.35%	0.10%	8.54%	8.15%
Standard Mail Nonprofit Parcels	0.00%	1.14%	0.36%	0.95%
Standard Post	97.22%	0.52%	0.11%	0.62%
Unspecified	5.45%	0.86%	1.37%	0.89%
Total	1.43%	0.74%	5.09%	2.77%

Source: USPS Product Tracking & Reporting (PTR)
USPS Product Performance Reporting (PPR)

- Product Simplification: Extra Services
 - Simplify offerings
 - Add new Service Type and Extra Services Codes for expanded services, new combinations
 - Tracking baked into all package products except Standard Mail Parcels
 - Signature provided for Insurance > \$500
 - Implement new retirement process for obsolete codes
 - Transition period for retired codes
- Expand Sunday Delivery, Same Day, and Next Day, Extended Coverage (NSA)
- Support First-Class Package Flat-Rate Return Service (NSA)
- Enhancements to support nesting at Post Offices
- **Resume extracts for MID Visibility Events**

Visibility Suspended December 2014
Resume May 31, 2015 with Release 4.0/4.1
eVS Customers Only

Scenario	MID Owner or Manifesting MID	Event Code	Event Description and Warning Message
Mismatched Owner/EFN	Manifesting MID	MP	ALERT – MID USER NOT REGISTERED TO EFN MID
Mismatched Owner/EFN	MID Owner	MK	ALERT – MID USED BY ANOTHER MID OWNER
Unregistered MID	Manifesting MID	MU	ALERT – MID USER NEEDS TO BE REGISTERED
Flagged Inactive	MID Owner and Manifesting MID, if different	MX	ALERT – MID HAS BEEN FLAGGED INACTIVE

* Pulled date in sooner than June 2015 per VP Enterprise Analytics