

Quarterly Performance for National Special Services

Overview

In FY09, service performance is being measured for the following Special Services: Delivery Services, which is a composite of Delivery Confirmation, Signature Confirmation, Certified Mail, Electronic Return Receipt, Registered Mail, and Collect on Delivery; Post Office Box Uptimes; CONFIRM; Address Correction Service; Insurance Claims; Money Order Inquiry, and Address List Services. Customers' service expectations vary based on the Special Service; therefore no single service performance methodology is used for all.

For Delivery Services, the elapsed time from barcode scan at delivery to the time the delivery information is available to customers is compared against the service standard.

PO Box service is measured by comparing the availability of mail delivered to a PO Box section to the posted "uptime", the time of day when customers can expect to collect the mail from their PO Box.

For CONFIRM, the elapsed time from a mailpiece scan on mail processing equipment to when the data are available to customers is compared against the service standard.

For automated Address Correction, the elapsed time from when data are transmitted to ACS to when data are forwarded to participants is compared against the service standard.

For Insurance Claims, the time in days from the date when all information is available for claims processing resolution to the date USPS transmits a resolution to the customer is compared against the service standard.

For Money Order Inquiries, the time in days from the date when the customer purchases the inquiry service to the date a customer response is sent is compared against the service standard.

For Address List Services, the time in days from the date when customers request an address list service to the transmission of the corrected address information to the customer is compared against the service standard.

Service performance for Delivery Services and PO Box Uptime is reported quarterly by postal district. CONFIRM, automated Address Correction, Insurance Claims, Money Order Inquiries, and Address List Services each use a national, or centralized, system; thus, service performance is reported at a national level.

Limitations

In Quarter 1, not all automated ACS customers were on a daily fulfillment schedule. Quarter 1 service performance calculations include both daily fulfillment (which measures the percentage of address correction information made available to customers within 24 hours of the data availability) and fluctuating fulfillment which varied based on customer need. Beginning in Quarter 2, all ACS customers will receive daily fulfillment. As a result, it is expected that Quarter 2 results will be significantly higher than Quarter 1.

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10/1/2008 to 12/31/2008

	CONFIRM	Address Correction	Insurance Claims Processing	Address List Services	Money Order Inquiry
	% On-Time	% On-Time	% On-Time	% On-Time	% On-Time
Nation	97.1%	59.4%	76.4%	100.0%	97.4%