United States Postal Service

Quarterly Performance for Single-Piece First-Class Mail® International

Overview

Service performance for inbound and outbound Single-Piece First-Class Mail® International domestic transit is measured through the International Mail Measurement System (IMMS) operated by an outside entity. IMMS utilizes only letter-shaped mail pieces, which is the predominant shape for both outbound and inbound Single-Piece First-Class Mail® International. IMMS uses a rigorous external sampling system modeled after and closely integrated with the External First-Class (EXFC) measurement system used for domestic Single-Piece First-Class Mail®. Transit time is compared against First-Class Mail® service standards.

The processing of Single-Piece First-Class Mail® International flats and parcels -- during either outbound transit from domestic origin to designated International Service Centers (ISC) or inbound transit from designated ISC to the domestic delivery address -- is the same as for domestic Single-Piece First-Class Mail® flats and parcels. The USPS service standards are also the same. Accordingly, the performance for domestic Single-Piece First-Class Mail® flats (using the data from EXFC) and performance for domestic Single-Piece parcels (as measured end-to-end on parcels for which customers have purchased Delivery Confirmation™), serve as proxies for the service performance of outbound and inbound Single-Piece First-Class Mail® International flats and parcels. The following service performance results combine the results for letter performance from IMMS with the proxy data to measure service performance for all inbound and outbound Single-Piece First-Class Mail® International. Since not all postal administrative districts have sufficient international volumes for statistically representative reporting, the Postal Service reports international quarterly service performance at a postal administrative area level.

Limitations

In Quarter 3, the USPS Product Tracking System used to measure service performance for parcels with Delivery Confirmation™ did not account for 5-digit ZIP Code exceptions to the service standards for Alaska 3-digit ZIP Code area 995. As a result, some parcels sent to or from this ZIP Code area may have been measured against a service standard one day less than the actual service standard.

Performance Highlights

Nationally, Single-Piece First-Class Mail® International Inbound/Outbound Combined performance was higher compared to the same period last year, FY09 Quarter 3. National performance was 93.4 percent on time in FY10 Quarter 3, with 99.6 percent of mail delivered within the service standard plus three days. Western Area had the highest performance among the eight areas, with 94.8 percent on time for inbound/outbound combined performance across all service standards. All areas had at least 99.0 percent of mail delivered within the service standard plus three days in FY10 Quarter 3.

United States Postal Service

Quarter III
FY2010

Quarterly Performance for Single-Piece First-Class Mail® International Service Variance

Mailpieces Delivered Between 04/01/2010 - 06/30/2010

Area	Inbound			Outbound			Inbound/Outbound		
	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Capital Metro	97.7	99.1	99.6	98.1	99.2	99.7	97.9	99.2	99.7
Eastern	96.8	99.0	99.3	98.4	99.4	99.7	97.6	99.2	99.5
Great Lakes	97.9	99.1	99.6	98.4	99.1	99.6	98.0	99.1	99.6
Northeast	97.9	99.2	99.5	99.0	99.6	99.8	98.5	99.4	99.7
Pacific	98.0	99.1	99.6	98.2	99.1	99.6	98.1	99.1	99.6
Southeast	97.9	99.0	99.6	98.4	99.2	99.5	98.1	99.1	99.6
Southwest	98.0	99.2	99.8	95.6	98.5	99.3	96.7	98.8	99.5
Western	98.3	99.5	99.8	98.5	99.5	99.7	98.4	99.5	99.7
Nation FY2010 Q3	**97.9**	**99.1**	**99.6**	**98.2**	**99.3**	**99.6**	**98.1**	**99.2**	**99.6**
Nation FY2009 Q3 (SPLY)	**97.6**	**99.0**	**99.5**	**98.0**	**99.1**	**99.6**	**97.8**	**99.0**	**99.5**
Nation FY2009 Annual	**96.2**	**98.5**	**99.2**	**97.1**	**98.7**	**99.4**	**96.7**	**98.6**	**99.3**
Nation FY2010 Q1	**96.2**	**98.4**	**99.2**	**90.7**	**95.0**	**97.1**	**93.6**	**96.8**	**98.2**
Nation FY2010 Q2	**95.9**	**98.2**	**98.9**	**96.0**	**98.1**	**98.9**	**96.0**	**98.1**	**98.9**

Service Measurement performed and calculated by IBM Corporation