

Quarterly Performance for Special Services

Overview

In FY10, 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.

Performance Highlights

For the Special Services measured only at the national level, service performance in FY10 Quarter 3 was 100.0 percent on time for both Address Correction and Address List Services. On-time delivery of Confirm® service improved when compared to the same period last year, FY09 Quarter 3. In FY10 Quarter 3, 92.4 percent of Money Order Inquiries were handled within the service standard. Performance for Insurance Claims Processing was 82.0 percent on time, improved by 7.4 percent from the same period last year.

For Delivery Information Services, 97.1 percent of the information was delivered on time in FY10 Quarter 3. Mississippi, Northland, and Mid-Carolinas shared the highest score at 98.5 percent on time. There were 14 additional districts with performance of 98.0 percent or higher in FY10 Quarter 3. National Post Office Box service declined by 0.5 percent when compared to the same period last year, FY09 Quarter 3. Northern New Jersey's performance of 99.2 percent ranked as the highest among all districts, followed closely by Greater Indiana with 98.8 percent on-time performance.

Quarterly Performance for Special Services

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

	Confirm®	Address Correction	Insurance Claims Processing	Address List Services	Money Order Inquiry
	Percent On Time	Percent On Time	Percent On Time	Percent On Time	Percent On Time
Nation FY2010 Q3	99.9	100.0	82.0	100.0	92.4
Nation FY2009 Q3 (SPLY)	99.5	100.0	74.6	100.0	97.4
Nation FY2010 Q1	99.8	100.0	86.7	100.0	97.0
Nation FY2010 Q2	99.0	100.0	84.2	100.0	96.4
FY2010 Annual Target	90.0	90.0	90.0	90.0	90.0

Service Measurement performed and calculated by IBM Corporation

