



Report to the Postal Rate Commission
NetPost Mailing Online Experiment
Fiscal Year 2001
Accounting Periods 7 through 13

Mailing Online Postal Rate Commission Report

Fiscal Year 2001 Accounting Period 7 through Accounting Period 13

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Guide to reading the reports

The enclosed reports are presented in accordance with the Postal Rate Commission's Recommended Decision dated June 21, 2000. One can navigate between reports using either the underlined hyperlinks or the tabs at the bottom of the page. There is a "Contents" hyperlink in the upper right hand corner of each report that can be selected to return to the contents page.

Report 1

Revenue¹

Fiscal Year 2001 Accounting Period 7-13 and by AP Week

CONTENTS

AP	Revenue - Postage	Revenue - Printing	Total Revenue
7	\$18,601	\$21,630	\$40,231
8	\$23,779	\$27,123	\$50,902
9	\$41,123	\$40,360	\$81,483
10	\$45,118	\$44,047	\$89,165
11	\$118,344	\$78,077	\$196,421
12	\$114,850	\$57,897	\$172,746
13	\$84,689	\$51,100	\$135,789
Total AP7 - AP13	\$446,503	\$320,234	\$766,737

AP Week	Revenue - Postage	Revenue - Printing	Total Revenue
AP7:1	\$4,235	\$4,732	\$8,967
AP7:2	\$5,642	\$6,351	\$11,993
AP7:3	\$4,092	\$5,566	\$9,658
AP7:4	\$4,632	\$4,981	\$9,613
AP8:1	\$3,407	\$3,973	\$7,380
AP8:2	\$2,582	\$3,023	\$5,604
AP8:3	\$15,259	\$17,278	\$32,537
AP8:4	\$2,532	\$2,850	\$5,381
AP9:1	\$5,181	\$5,625	\$10,806
AP9:2	\$7,932	\$9,319	\$17,251
AP9:3	\$6,786	\$6,641	\$13,427
AP9:4	\$21,225	\$18,775	\$39,999
AP10:1	\$7,950	\$10,321	\$18,271
AP10:2	\$16,653	\$16,914	\$33,567
AP10:3	\$9,899	\$8,353	\$18,252
AP10:4	\$10,615	\$8,459	\$19,075

(Continued)

Report 1

Revenue¹**Fiscal Year 2001 Accounting Period 7-13 and by AP Week****CONTENTS**

(Continued)

AP Week	Revenue - Postage	Revenue - Printing	Total Revenue
AP11:1	\$9,224	\$6,347	\$15,571
AP11:2	\$64,321	\$48,193	\$112,514
AP11:3	\$32,877	\$14,509	\$47,385
AP11:4	\$11,922	\$9,028	\$20,950
AP12:1	\$56,727	\$24,324	\$81,051
AP12:2	\$15,229	\$7,517	\$22,746
AP12:3	\$21,043	\$12,341	\$33,384
AP12:4	\$21,851	\$13,715	\$35,565
AP13:1	\$24,726	\$15,745	\$40,470
AP13:2	\$18,128	\$9,904	\$28,031
AP13:3	\$23,147	\$14,037	\$37,184
AP13:4	\$18,688	\$11,415	\$30,103
Total AP7 - AP13	\$446,503	\$320,234	\$766,737

¹The figures above are gross revenue figures. They represent revenue from jobs that were paid for, not necessarily jobs that were processed and delivered. Credits are available in the "Credit Report", Report # 16.

Report 2

Piece and Page Volumes²**Fiscal Year 2001 Accounting Period 7-13****CONTENTS****Page Volumes**

AP	Total Pages	8.5 X 11	8.5 X 14	Postcard	Simplex	Duplex	Blue	Red	Magenta	Green	Full	No Color
7	88,943	88,942	1	0	65,232	23,711	9,095	2,563	62	2,190	0	75,033
8	122,455	122,051	404	0	61,102	61,353	369	3,199	1	2,891	0	115,995
9	234,999	226,885	393	7,721	152,413	82,586	10,531	3,892	13	1,896	4,543	214,124
10	381,117	291,242	393	89,482	307,246	73,871	6,941	9,618	14	2,018	12,052	350,474
11	634,461	326,916	715	306,830	407,635	226,826	16,526	7,862	1,648	8,449	9,990	589,986
12	601,087	252,012	488	348,587	477,739	123,348	25,816	13,334	4,233	3,305	11,274	543,125
13	455,650	222,087	688	232,875	333,926	121,724	33,192	25,648	1,244	7,722	14,670	373,174
Total AP7 - AP13	2,518,712	1,530,135	3,082	985,495	1,805,293	713,419	102,470	66,116	7,215	28,471	52,529	2,261,911

Piece Volumes

AP	Total Pieces	First Class	Standard	Non-Profit	Staple	Saddlestitched	# 10 Envelope	Flat Envelope	No Bind	Mailer	Postcard
7	72,325	37,656	34,669	0	2	199	68,729	3,596	72,124	0	0
8	70,042	50,144	19,898	0	106	65	47,001	23,041	69,871	0	0
9	134,004	100,546	33,458	0	3	189	91,761	24,574	133,812	9,948	7,721
10	197,941	150,359	47,090	492	43	771	78,190	16,039	197,127	14,230	89,482
11	601,941	381,959	217,563	2,419	220	695	258,595	1,456	601,026	35,060	306,830
12	552,100	469,943	73,290	8,867	22	260	124,421	2,882	551,818	76,210	348,587
13	410,903	322,607	63,926	24,370	3	572	103,956	1,496	410,328	72,576	232,875
Total AP7 - AP13	2,039,256	1,513,214	489,894	36,148	399	2,751	772,653	73,084	2,036,106	208,024	985,495

²The figures above are gross production figures. They represent volumes from transactions that were submitted, not necessarily jobs that were processed. The piece volume totals here will not match the totals in the Mailstream Reports due to the fact that a number of jobs may be cancelled after payment, thus never entering the mailstream.

Report 3

Decile Report - Pieces, Pages and Revenue

Fiscal Year 2001 Accounting Period 7-13

CONTENTS*Values represent the upper limit of each decile***Revenue per Job**

	AP 7	AP 8	AP 9	AP 10	AP 11	AP 12	AP 13
Decile 1	\$0.65	\$0.57	\$0.49	\$0.47	\$0.46	\$0.48	\$0.49
Decile 2	\$0.78	\$0.95	\$0.71	\$0.65	\$0.79	\$0.79	\$0.90
Decile 3	\$2.09	\$1.52	\$1.35	\$1.40	\$1.67	\$1.57	\$1.91
Decile 4	\$16.56	\$5.34	\$3.17	\$2.82	\$3.47	\$3.43	\$4.31
Decile 5	\$44.08	\$21.29	\$8.80	\$6.22	\$6.95	\$8.74	\$8.17
Decile 6	\$75.21	\$53.69	\$27.38	\$17.76	\$15.34	\$20.73	\$18.64
Decile 7	\$136.82	\$105.47	\$60.30	\$44.24	\$40.27	\$47.31	\$46.80
Decile 8	\$244.62	\$184.23	\$148.57	\$84.16	\$99.58	\$105.28	\$113.35
Decile 9	\$506.97	\$299.01	\$344.79	\$243.13	\$283.52	\$268.41	\$276.52
Decile 10	\$5,006.73	\$15,145.78	\$13,845.10	\$12,434.46	\$29,486.54	\$6,378.99	\$6,031.20

Pieces per Job

	AP 7	AP 8	AP 9	AP 10	AP 11	AP 12	AP 13
Decile 1	1	1	1	1	1	1	1
Decile 2	1	1	1	2	1	1	2
Decile 3	3	2	2	3	4	3	4
Decile 4	25	5	6	6	10	9	12
Decile 5	52	32	14	14	17	20	25
Decile 6	109	89	48	44	41	55	53
Decile 7	231	196	115	120	126	143	125
Decile 8	474	300	300	297	288	266	305
Decile 9	1,001	521	646	571	766	757	823
Decile 10	11,121	13,840	13,840	16,008	68,893	25,000	21,857

(Continued)

Report 3

Decile Report - Pieces, Pages and Revenue
Fiscal Year 2001 Accounting Period 7-13

CONTENTS

(Continued)

Pages per Job

	AP 7	AP 8	AP 9	AP 10	AP 11	AP 12	AP 13
Decile 1	1	1	1	1	1	1	1
Decile 2	2	2	2	2	2	2	2
Decile 3	6	4	3	4	5	5	5
Decile 4	25	11	6	7	10	12	12
Decile 5	107	42	20	18	18	24	26
Decile 6	202	139	74	53	45	64	60
Decile 7	299	285	175	154	150	166	146
Decile 8	518	460	401	309	306	319	357
Decile 9	1288	822	1261	824	1023	935	883
Decile 10	11121	27680	34128	123948	68893	25000	23496

Summary

AP 7 - 13	Revenue per Job	Pieces per Job	Pages per Job
Decile 1	\$0.49	1	1
Decile 2	\$0.79	1	2
Decile 3	\$1.59	3	4
Decile 4	\$3.64	9	11
Decile 5	\$8.52	21	24
Decile 6	\$21.39	54	64
Decile 7	\$50.73	141	174
Decile 8	\$114.66	298	348
Decile 9	\$297.28	721	936
Decile 10	\$29,486.54	68893	123948

Report 4

Transaction Summary Statistics by Day⁴

Fiscal Year 2001 Accounting Period 7-13 by Day

CONTENTS

Daily Transaction Summary

Date	Transactions	Pieces
02/24/01	3	830
02/25/01	0	0
02/26/01	0	0
02/27/01	4	667
02/28/01	10	10,265
03/01/01	6	484
03/02/01	7	324
03/03/01	5	3,279
03/04/01	3	739
03/05/01	15	2,543
03/06/01	7	557
03/07/01	10	12,761
03/08/01	4	1,512
03/09/01	10	2,674
03/10/01	7	8,523
03/11/01	2	657
03/12/01	6	1,399
03/13/01	9	3,183
03/14/01	7	1,114
03/15/01	11	1,869
03/16/01	6	510
03/17/01	5	167
03/18/01	12	4,019
03/19/01	10	860
03/20/01	7	752
03/21/01	7	4,764
03/22/01	10	6,089
03/23/01	5	1,784

Date	Transactions	Pieces
03/24/01	6	2,576
03/25/01	6	1,398
03/26/01	11	3,973
03/27/01	7	3,289
03/28/01	6	1,170
03/29/01	12	87
03/30/01	5	13
03/31/01	8	2,368
04/01/01	3	280
04/02/01	9	1,461
04/03/01	1	499
04/04/01	10	736
04/05/01	10	2,009
04/06/01	12	2,608
04/07/01	7	651
04/08/01	3	44
04/09/01	7	960
04/10/01	11	12,175
04/11/01	7	494
04/12/01	9	22,983
04/13/01	7	1,041
04/14/01	1	2
04/15/01	7	1,682
04/16/01	10	3,426
04/17/01	8	1,878
04/18/01	8	263
04/19/01	8	1,012
04/20/01	10	964

(Continued)

Report 4

Transaction Summary Statistics by Day⁴

Fiscal Year 2001 Accounting Period 7-13 by Day

CONTENTS

(Continued)

Date	Transactions	Pieces
04/21/01	1	2
04/22/01	12	3,850
04/23/01	11	2,057
04/24/01	16	2,510
04/25/01	22	4,999
04/26/01	12	1,470
04/27/01	17	4,002
04/28/01	2	3
04/29/01	5	1,077
04/30/01	22	932
05/01/01	22	6,605
05/02/01	9	4,628
05/03/01	12	2,213
05/04/01	14	14,065
05/05/01	6	814
05/06/01	7	3,885
05/07/01	14	1,191
05/08/01	12	14,138
05/09/01	16	811
05/10/01	20	4,952
05/11/01	17	2,994
05/12/01	3	198
05/13/01	5	207
05/14/01	18	13,540
05/15/01	23	1,954
05/16/01	28	23,537
05/17/01	27	14,895
05/18/01	20	2,475

Date	Transactions	Pieces
05/19/01	5	914
05/20/01	12	485
05/21/01	21	5,185
05/22/01	32	13,872
05/23/01	24	3,985
05/24/01	27	3,821
05/25/01	20	2,961
05/26/01	8	15,241
05/27/01	4	535
05/28/01	11	1,241
05/29/01	42	23,251
05/30/01	8	1,324
05/31/01	43	12,857
06/01/01	24	16,176
06/02/01	7	749
06/03/01	11	4,449
06/04/01	35	3,361
06/05/01	38	8,222
06/06/01	46	9,099
06/07/01	35	5,903
06/08/01	34	12,067
06/09/01	4	171
06/10/01	12	4,945
06/11/01	29	15,963
06/12/01	36	10,858
06/13/01	37	13,749
06/14/01	30	4,546
06/15/01	29	2,011

(Continued)

Report 4

Transaction Summary Statistics by Day⁴
Fiscal Year 2001 Accounting Period 7-13 by Day

CONTENTS

(Continued)

Date	Transactions	Pieces
06/16/01	6	1,891
06/17/01	8	331
06/18/01	30	2,450
06/19/01	33	6,877
06/20/01	52	16,696
06/21/01	22	1,030
06/22/01	42	13,101
06/23/01	6	1,710
06/24/01	8	343
06/25/01	71	29,597
06/26/01	37	21,553
06/27/01	44	113,979
06/28/01	44	159,380
06/29/01	16	1,836
06/30/01	0	0
07/01/01	34	5,274
07/02/01	59	74,993
07/03/01	32	55,951
07/04/01	22	12,350
07/05/01	56	17,461
07/06/01	47	6,298
07/07/01	13	1,537
07/08/01	17	15,220
07/09/01	26	3,533
07/10/01	24	2,430
07/11/01	31	4,277
07/12/01	35	13,621
07/13/01	31	18,222

Date	Transactions	Pieces
07/14/01	16	5,106
07/15/01	21	3,831
07/16/01	42	35,585
07/17/01	33	176,403
07/18/01	57	24,588
07/19/01	33	10,732
07/20/01	43	22,851
07/21/01	11	7,758
07/22/01	6	1,866
07/23/01	44	13,484
07/24/01	37	5,318
07/25/01	46	23,724
07/26/01	42	11,766
07/27/01	37	6,499
07/28/01	14	4,713
07/29/01	18	1,087
07/30/01	52	29,334
07/31/01	36	16,669
08/01/01	42	15,351
08/02/01	46	15,237
08/03/01	43	17,895
08/04/01	15	438
08/05/01	20	5,671
08/06/01	32	5,847
08/07/01	49	17,729
08/08/01	45	32,295
08/09/01	45	25,336
08/10/01	51	14,987

(Continued)

Report 4

Transaction Summary Statistics by Day⁴
Fiscal Year 2001 Accounting Period 7-13 by Day

CONTENTS

(Continued)

Date	Transactions	Pieces
08/11/01	7	2,826
08/12/01	5	2,413
08/13/01	55	15,948
08/14/01	42	17,866
08/15/01	43	16,132
08/16/01	45	8,487
08/17/01	39	52,842
08/18/01	6	8,821
08/19/01	13	5,744
08/20/01	69	17,004
08/21/01	44	2,564
08/22/01	48	47,107
08/23/01	46	8,314
08/24/01	31	3,096

Date	Transactions	Pieces
08/25/01	9	1,494
08/26/01	11	4,273
08/27/01	52	22,298
08/28/01	56	15,653
08/29/01	44	23,345
08/30/01	36	19,091
08/31/01	56	23,531
09/01/01	12	1,880
09/02/01	11	5,885
09/03/01	13	5,475
09/04/01	71	25,745
09/05/01	49	21,337
09/06/01	69	17,854
09/07/01	55	13,878
Total AP7 - AP13	4313	2,039,256
Mean	20	10,382
Median	13	3,045
Range	1 - 71	2 - 176403

⁴The figures above are gross production figures. They represent volumes from jobs that were submitted, not necessarily jobs that were delivered. The piece volume totals here will not match the totals in the Mailstream Reports due to the fact that a number of jobs may be cancelled after payment, thus never entering the mailstream.

Report 5

Transaction Summary Statistics by AP Week⁵

Fiscal Year 2001 Accounting Period 7-13 and by AP Week

CONTENTS**AP Week Transaction Summary**

AP Week	Transactions	Piece Volume
AP7:1	30	12,570
AP7:2	54	24,065
AP7:3	48	17,255
AP7:4	56	18,435
AP8:1	53	12,506
AP8:2	53	9,961
AP8:3	51	38,348
AP8:4	52	9,227
AP9:1	91	18,890
AP9:2	86	29,523
AP9:3	92	28,785
AP9:4	124	56,806
AP10:1	141	31,223
AP10:2	140	70,625
AP10:3	206	43,850
AP10:4	177	52,243
AP11:1	193	42,376
AP11:2	226	328,398
AP11:3	250	172,327
AP11:4	177	58,840
AP12:1	245	279,096
AP12:2	223	70,415
AP12:3	251	100,286
AP12:4	257	102,303
AP13:1	236	116,514
AP13:2	257	92,650
AP13:3	264	109,685
AP13:4	280	92,054
Total AP7 - AP13	4313	2,039,256
Mean	154	72,831
Median	159	48,047
Range	30 - 280	9227 - 328398

Distinct Users

AP Week	Transactions
AP7:1	21
AP7:2	43
AP7:3	32
AP7:4	33
AP8:1	35
AP8:2	35
AP8:3	36
AP8:4	43
AP9:1	58
AP9:2	50
AP9:3	68
AP9:4	66
AP10:1	76
AP10:2	64
AP10:3	91
AP10:4	82
AP11:1	82
AP11:2	106
AP11:3	114
AP11:4	89
AP12:1	117
AP12:2	118
AP12:3	145
AP12:4	130
AP13:1	125
AP13:2	130
AP13:3	146
AP13:4	142
Total AP7-AP13	2277
Mean	81
Median	79
Range	21 - 146

AP Transaction Summary

AP	Transactions	Piece Volume
AP7	188	72,325
AP8	209	70,042
AP9	393	134,004
AP10	664	197,941
AP11	846	601,941
AP12	976	552,100
AP13	1037	410,903
Total AP7 - AP13	4313	2,039,256
Mean	616	291,322
Median	664	197,941
Range	188 - 1037	70042 - 601941

⁵The figures above are gross production figures. They represent volumes attributable to jobs that were submitted, not necessarily jobs that were delivered. The piece volume totals here will not match the totals in the Mailstream Reports due to the fact that a number of jobs may be cancelled after payment, thus never entering the mailstream.

Report 6

Summary Mailstream Statistics by Day⁶
Fiscal Year 2001 Accounting Period 7-13 by Day

CONTENTS

Mail Date	Mailstreams	Mailpieces	First Class	Non-Profit	Standard
2/24/2001	0	0	0	0	0
2/25/2001	0	0	0	0	0
2/26/2001	8	2,559	2,559	0	0
2/27/2001	4	315	315	0	0
2/28/2001	0	0	0	0	0
3/1/2001	6	6,686	6,686	0	0
3/2/2001	11	1,033	588	0	445
3/3/2001	0	0	0	0	0
3/4/2001	0	0	0	0	0
3/5/2001	24	3,223	3,022	0	201
3/6/2001	7	2,004	2,004	0	0
3/7/2001	4	92	84	0	8
3/8/2001	12	4,348	2,866	0	1,482
3/9/2001	10	6,064	1,928	0	4,136
3/10/2001	0	0	0	0	0
3/11/2001	0	0	0	0	0
3/12/2001	17	15,134	2,065	0	13,069
3/13/2001	18	3,535	2,454	0	1,081
3/14/2001	9	2,595	409	0	2,186
3/15/2001	4	842	842	0	0
3/16/2001	5	3,467	2,761	0	706
3/17/2001	0	0	0	0	0
3/18/2001	0	0	0	0	0
3/19/2001	15	1,340	913	0	427
3/20/2001	32	6,061	1,443	0	4,618
3/21/2001	3	747	747	0	0
3/22/2001	14	2,496	2,494	0	2
3/23/2001	15	3,029	3,011	0	18
3/24/2001	0	0	0	0	0
3/25/2001	0	0	0	0	0

(Continued)

Report 6

Summary Mailstream Statistics by Day⁶

Fiscal Year 2001 Accounting Period 7-13 by Day

CONTENTS

(Continued)

Mail Date	Mailstreams	Mailpieces	First Class	Non-Profit	Standard
3/26/2001	24	7,729	2,720	0	5,009
3/27/2001	7	2,342	1,515	0	827
3/28/2001	13	5,180	3,246	0	1,934
3/29/2001	8	782	339	0	443
3/30/2001	11	3,677	3,585	0	92
3/31/2001	0	0	0	0	0
4/1/2001	0	0	0	0	0
4/2/2001	13	474	474	0	0
4/3/2001	2	22	22	0	0
4/4/2001	18	4,141	2,970	0	1,171
4/5/2001	4	100	33	0	67
4/6/2001	2	914	914	0	0
4/7/2001	5	679	678	0	1
4/8/2001	0	0	0	0	0
4/9/2001	9	3,983	2,467	0	1,516
4/10/2001	3	344	344	0	0
4/11/2001	3	2,511	1,757	0	754
4/12/2001	8	10,613	68	0	10,545
4/13/2001	0	0	0	0	0
4/14/2001	2	29	29	0	0
4/15/2001	0	0	0	0	0
4/16/2001	15	24,478	23,006	0	1,472
4/17/2001	7	2,613	1,813	0	800
4/18/2001	4	2,511	2,511	0	0
4/19/2001	6	1,944	1,670	0	274
4/20/2001	5	159	158	0	1
4/21/2001	0	0	0	0	0
4/22/2001	0	0	0	0	0
4/23/2001	6	1,297	1,297	0	0
4/24/2001	17	5,796	3,582	0	2,214

(Continued)

Report 6

Summary Mailstream Statistics by Day⁶

Fiscal Year 2001 Accounting Period 7-13 by Day

CONTENTS

(Continued)

Mail Date	Mailstreams	Mailpieces	First Class	Non-Profit	Standard
4/25/2001	11	883	883	0	0
4/26/2001	6	2,553	2,152	0	401
4/27/2001	12	5,106	2,752	0	2,354
4/28/2001	4	3,967	3,712	0	255
4/29/2001	0	0	0	0	0
4/30/2001	9	2,106	1,033	0	1,073
5/1/2001	0	0	0	0	0
5/2/2001	4	495	65	0	430
5/3/2001	26	5,247	5,019	0	228
5/4/2001	11	7,125	4,163	0	2,962
5/5/2001	0	0	0	0	0
5/6/2001	0	0	0	0	0
5/7/2001	15	15,200	13,956	0	1,244
5/8/2001	12	4,758	4,659	0	99
5/9/2001	8	1,991	1,990	0	1
5/10/2001	6	11,571	37	0	11,534
5/11/2001	13	2,862	1,470	0	1,392
5/12/2001	15	5,394	2,964	0	2,430
5/13/2001	0	0	0	0	0
5/14/2001	12	1,206	1,206	0	0
5/15/2001	13	3,227	2,446	0	781
5/16/2001	8	1,889	200	0	1,689
5/17/2001	37	17,951	17,628	0	323
5/18/2001	15	9,945	9,742	0	203
5/19/2001	20	19,532	18,976	0	556
5/20/2001	0	0	0	0	0
5/21/2001	13	1,883	75	0	1,808
5/22/2001	0	0	0	0	0
5/23/2001	47	10,902	8,313	0	2,589
5/24/2001	23	13,302	7,448	0	5,854

(Continued)

Report 6

Summary Mailstream Statistics by Day⁶

Fiscal Year 2001 Accounting Period 7-13 by Day

CONTENTS

(Continued)

Mail Date	Mailstreams	Mailpieces	First Class	Non-Profit	Standard
5/25/2001	0	0	0	0	0
5/26/2001	0	0	0	0	0
5/27/2001	20	3,101	2,003	0	1,098
5/28/2001	0	0	0	0	0
5/29/2001	17	3,034	3,029	0	5
5/30/2001	26	19,599	17,758	0	1,841
5/31/2001	12	4,729	3,855	374	500
6/1/2001	16	20,037	20,026	0	11
6/2/2001	10	1,729	1,729	0	0
6/3/2001	0	0	0	0	0
6/4/2001	0	0	0	0	0
6/5/2001	15	15,050	12,750	0	2,300
6/6/2001	49	17,255	5,626	0	11,629
6/7/2001	12	247	236	0	11
6/8/2001	36	10,045	7,883	0	2,162
6/9/2001	0	0	0	0	0
6/10/2001	0	0	0	0	0
6/11/2001	42	16,725	10,184	0	6,541
6/12/2001	17	2,468	2,239	0	229
6/13/2001	33	19,712	12,676	0	7,036
6/14/2001	25	12,927	12,493	0	434
6/15/2001	11	5,765	2,546	0	3,219
6/16/2001	12	15,621	13,323	0	2,298
6/17/2001	0	0	0	0	0
6/18/2001	28	2,952	2,224	0	728
6/19/2001	17	3,812	3,701	0	111
6/20/2001	20	3,911	3,867	0	44
6/21/2001	16	11,583	11,341	0	242
6/22/2001	31	9,924	9,555	78	291
6/23/2001	16	2,946	1,228	0	1,718

(Continued)

Report 6

Summary Mailstream Statistics by Day⁶

Fiscal Year 2001 Accounting Period 7-13 by Day

CONTENTS

(Continued)

Mail Date	Mailstreams	Mailpieces	First Class	Non-Profit	Standard
6/24/2001	0	0	0	0	0
6/25/2001	19	5,890	5,252	125	513
6/26/2001	6	8,949	8,656	0	293
6/27/2001	53	32,579	27,913	0	4,666
6/28/2001	32	3,384	720	0	2,664
6/29/2001	21	113,576	113,536	33	7
6/30/2001	0	0	0	0	0
7/1/2001	7	5,328	201	0	5,127
7/2/2001	5	5,194	188	376	4,630
7/3/2001	52	214,743	82,158	0	132,585
7/4/2001	2	0	0	0	0
7/5/2001	18	12,813	10,601	1	2,211
7/6/2001	26	61,002	52,364	409	8,229
7/7/2001	25	17,608	13,466	0	4,142
7/8/2001	0	0	0	0	0
7/9/2001	33	5,732	4,315	0	1,417
7/10/2001	41	22,521	1,583	641	20,297
7/11/2001	18	10,230	10,103	0	127
7/12/2001	5	1,362	384	0	978
7/13/2001	23	9,383	4,567	74	4,742
7/14/2001	15	9,023	3,177	682	5,164
7/15/2001	0	0	0	0	0
7/16/2001	5	5,594	178	0	5,416
7/17/2001	46	31,560	18,722	1,900	10,938
7/18/2001	21	32,420	32,388	0	32
7/19/2001	21	155,526	146,346	0	9,180
7/20/2001	33	40,682	39,231	0	1,451
7/21/2001	20	15,202	13,718	0	1,484
7/22/2001	0	0	0	0	0
7/23/2001	16	12,162	12,162	0	0

(Continued)

Report 6

Summary Mailstream Statistics by Day⁶

Fiscal Year 2001 Accounting Period 7-13 by Day

CONTENTS

(Continued)

Mail Date	Mailstreams	Mailpieces	First Class	Non-Profit	Standard
7/24/2001	26	10,318	9,894	410	14
7/25/2001	19	12,656	12,093	0	563
7/26/2001	20	15,003	14,941	0	62
7/27/2001	29	8,568	8,532	17	19
7/28/2001	13	9,552	8,705	0	847
7/29/2001	0	0	0	0	0
7/30/2001	29	13,455	11,608	230	1,617
7/31/2001	20	13,309	13,129	0	180
8/1/2001	27	23,034	14,664	1,931	6,439
8/2/2001	23	22,099	11,619	0	10,480
8/3/2001	18	9,063	4,504	0	4,559
8/4/2001	4	2,302	3	0	2,299
8/5/2001	0	0	0	0	0
8/6/2001	41	15,644	6,052	4,378	5,214
8/7/2001	22	8,084	7,312	0	772
8/8/2001	16	2,515	2,212	0	303
8/9/2001	12	15,676	15,418	1	257
8/10/2001	33	40,150	33,696	0	6,454
8/11/2001	12	7,002	7,002	0	0
8/12/2001	0	0	0	0	0
8/13/2001	18	10,425	4,059	0	6,366
8/14/2001	22	25,906	6,982	0	18,924
8/15/2001	32	13,711	13,151	0	560
8/16/2001	24	11,608	9,387	2,214	7
8/17/2001	21	10,242	8,451	0	1,791
8/18/2001	16	31,241	28,487	2,214	540
8/19/2001	0	0	0	0	0
8/20/2001	29	14,227	13,913	0	314
8/21/2001	31	12,760	6,606	1,113	5,041
8/22/2001	38	14,462	5,706	7,668	1,088

(Continued)

Report 6

Summary Mailstream Statistics by Day⁶

Fiscal Year 2001 Accounting Period 7-13 by Day

CONTENTS

(Continued)

Mail Date	Mailstreams	Mailpieces	First Class	Non-Profit	Standard
8/23/2001	24	42,972	31,884	0	11,088
8/24/2001	25	20,331	20,321	0	10
8/25/2001	0	0	0	0	0
8/26/2001	0	0	0	0	0
8/27/2001	27	5,569	5,028	537	4
8/28/2001	35	9,843	5,657	1,109	3,077
8/29/2001	21	24,599	18,591	6,000	8
8/30/2001	27	16,808	14,379	1,693	736
8/31/2001	33	11,301	10,649	205	447
9/1/2001	24	7,896	7,323	413	160
9/2/2001	0	0	0	0	0
9/3/2001	0	0	0	0	0
9/4/2001	17	15,075	14,927	146	2
9/5/2001	21	19,989	8,186	39	11,764
9/6/2001	29	26,125	23,031	126	2,968
9/7/2001	17	0	0	0	0
Total AP7 - AP13	2,689	1,906,138	1,403,581	35,137	467,420

⁶ The piece volume totals in this report will be slightly lower than the totals in the Piece Volume and Transaction Summary Reports due to the fact that a number of jobs may be cancelled after submission, thus never entering the mailstream. This difference may also be attributable to the fact that a job could have been ordered during the AP 7-13 period, but mailed afterwards, in which case it would appear in the Transaction and Piece Volume reports but not in the Mailstream and Batch reports.

Report 7

Summary Mailstream Statistics by AP and Week⁷

Fiscal Year 2001 Accounting Period 7-13 and by AP Week

CONTENTS**AP Week Mailstream Statistics**

AP Week	Number of Mailstreams	Total Number of Pieces	Mean Pieces Per Mailstream	First Class	Non-Profit	Standard
AP7:1	29	10,593	365	10,148	0	445
AP7:2	57	15,731	276	9,904	0	5,827
AP7:3	53	25,573	483	8,531	0	17,042
AP7:4	79	13,673	173	8,608	0	5,065
AP8:1	63	19,710	313	11,405	0	8,305
AP8:2	39	5,651	145	4,413	0	1,238
AP8:3	28	18,130	648	5,314	0	12,816
AP8:4	39	31,734	814	29,187	0	2,547
AP9:1	52	15,635	301	10,666	0	4,969
AP9:2	54	18,940	351	13,992	0	4,948
AP9:3	54	36,382	674	22,112	0	14,270
AP9:4	100	39,612	396	34,186	0	5,426
AP10:1	103	45,619	443	34,812	0	10,807
AP10:2	91	50,500	555	46,671	374	3,455
AP10:3	122	44,326	363	28,224	0	16,102
AP10:4	128	57,597	450	40,138	0	17,459
AP11:1	124	47,803	386	44,011	78	3,714
AP11:2	147	167,324	1,138	157,305	158	9,861
AP11:3	110	299,080	2,719	145,512	786	152,782
AP11:4	145	66,836	461	34,418	715	31,703
AP12:1	141	274,805	1,949	240,042	2,582	32,181
AP12:2	130	73,909	569	71,340	427	2,142
AP12:3	130	90,512	696	64,229	2,161	24,122
AP12:4	128	84,371	659	64,693	4,379	15,299
AP13:1	129	78,894	612	49,032	2,214	27,648
AP13:2	163	135,993	834	106,917	10,995	18,081
AP13:3	143	68,120	476	54,304	9,544	4,272
AP13:4	108	69,085	640	53,467	724	14,894
Total AP7-AP13	2,689	1,906,138	709	1,403,581	35,137	467,420

AP Mailstream Statistics

AP	Number of Mailstreams	Total Number of Pieces	Mean Pieces Per Mailstream	First Class Pieces	Non-Profit Pieces	Standard Pieces
AP7	218	65,570	301	37,191	0	28,379
AP8	169	75,225	445	50,319	0	24,906
AP9	260	110,569	425	80,956	0	29,613
AP10	444	198,042	446	149,845	374	47,823
AP11	526	581,043	1,105	381,246	1,737	198,060
AP12	529	523,597	990	440,304	9,549	73,744
AP13	543	352,092	648	263,720	23,477	64,895
Total AP7-AP13	2,689	1,906,138	709	1,403,581	35,137	467,420

⁷The piece volume totals in this report will be slightly lower than the totals in the Piece Volume and Transaction Summary Reports due to the fact that a number of jobs may be cancelled after submission, thus never entering the mailstream. This difference may also be attributable to the fact that a job could have been ordered during the AP 7-13 period, but mailed afterwards, in which case it would appear in the Transaction and Piece Volume reports but not in the Mailstream and Batch reports.

Report 8

Printsite Batch Volume Log - Printsite 1⁸

Fiscal Year 2001 Accounting Period 7-13 by Day

CONTENTS

Date	Number of Mailstreams	Number of Pieces	First Class	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
2/24/2001	0	0	0	0	0	0	0	
2/25/2001	0	0	0	0	0	0	0	
2/26/2001	7	2,558	2,558	0	0	0	0	
2/27/2001	4	315	315	0	0	0	0	
2/28/2001	0	0	0	0	0	0	0	
3/1/2001	0	0	0	0	0	0	0	
3/2/2001	7	1,011	566	0	445	0	0	
3/3/2001	0	0	0	0	0	0	0	
3/4/2001	0	0	0	0	0	0	0	
3/5/2001	0	0	0	0	0	0	0	
3/6/2001	1	1,998	1,998	0	0	0	0	
3/7/2001	0	0	0	0	0	0	0	
3/8/2001	9	4,342	2,860	0	1,482	0	0	
3/9/2001	7	814	358	0	456	0	0	
3/10/2001	0	0	0	0	0	0	0	
3/11/2001	0	0	0	0	0	0	0	
3/12/2001	7	9,215	530	0	8,685	0	0	
3/13/2001	12	2,316	1,344	0	972	0	0	
3/14/2001	6	2,566	384	0	2,182	0	0	
3/15/2001	0	0	0	0	0	0	0	
3/16/2001	5	3,467	2,761	0	706	0	0	
3/17/2001	0	0	0	0	0	0	0	
3/18/2001	0	0	0	0	0	0	0	
3/19/2001	15	1,340	913	0	427	0	0	
3/20/2001	6	4,335	432	0	3,903	0	0	
3/21/2001	0	0	0	0	0	0	0	
3/22/2001	8	418	417	0	1	0	0	
3/23/2001	10	2,956	2,938	0	18	0	0	
3/24/2001	0	0	0	0	0	0	0	
3/25/2001	0	0	0	0	0	0	0	

(Continued)

Report 8

Printsite Batch Volume Log - Printsite 1⁸
Fiscal Year 2001 Accounting Period 7-13 by Day

CONTENTS

(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
3/26/2001	19	7,178	2,619	0	4,559	0	0	
3/27/2001	1	49	49	0	0	0	0	
3/28/2001	10	5,115	3,183	0	1,932	0	0	
3/29/2001	3	503	335	0	168	0	0	
3/30/2001	4	1,079	1,050	0	29	0	0	
3/31/2001	0	0	0	0	0	0	0	
4/1/2001	0	0	0	0	0	0	0	
4/2/2001	5	70	70	0	0	0	0	
4/3/2001	2	22	22	0	0	0	0	
4/4/2001	14	4,034	2,863	0	1,171	0	0	
4/5/2001	4	100	33	0	67	0	0	
4/6/2001	2	914	914	0	0	0	0	
4/7/2001	5	679	678	0	1	0	0	
4/8/2001	0	0	0	0	0	0	0	
4/9/2001	9	3,983	2,467	0	1,516	0	0	
4/10/2001	3	344	344	0	0	0	0	
4/11/2001	3	2,511	1,757	0	754	0	0	
4/12/2001	8	10,613	68	0	10,545	0	0	
4/13/2001	0	0	0	0	0	0	0	
4/14/2001	2	29	29	0	0	0	0	
4/15/2001	0	0	0	0	0	0	0	
4/16/2001	15	24,478	23,006	0	1,472	2*	10433*	Printsite 1*
4/17/2001	7	2,613	1,813	0	800	0	0	
4/18/2001	4	2,511	2,511	0	0	0	0	
4/19/2001	6	1,944	1,670	0	274	0	0	
4/20/2001	5	159	158	0	1	0	0	
4/21/2001	0	0	0	0	0	0	0	
4/22/2001	0	0	0	0	0	0	0	
4/23/2001	6	1,297	1,297	0	0	0	0	
4/24/2001	17	5,796	3,582	0	2,214	0	0	

(Continued)

Report 8

Printsite Batch Volume Log - Printsite 1⁸

Fiscal Year 2001 Accounting Period 7-13 by Day

CONTENTS

(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
4/25/2001	11	883	883	0	0	0	0	
4/26/2001	6	2,553	2,152	0	401	0	0	
4/27/2001	12	5,106	2,752	0	2,354	0	0	
4/28/2001	4	3,967	3,712	0	255	0	0	
4/29/2001	0	0	0	0	0	0	0	
4/30/2001	9	2,106	1,033	0	1,073	0	0	
5/1/2001	0	0	0	0	0	0	0	
5/2/2001	4	495	65	0	430	0	0	
5/3/2001	26	5,247	5,019	0	228	0	0	
5/4/2001	11	7,125	4,163	0	2,962	0	0	
5/5/2001	0	0	0	0	0	0	0	
5/6/2001	0	0	0	0	0	0	0	
5/7/2001	15	15,200	13,956	0	1,244	0	0	
5/8/2001	12	4,758	4,659	0	99	0	0	
5/9/2001	8	1,991	1,990	0	1	0	0	
5/10/2001	6	11,571	37	0	11,534	0	0	
5/11/2001	13	2,862	1,470	0	1,392	0	0	
5/12/2001	15	5,394	2,964	0	2,430	0	0	
5/13/2001	0	0	0	0	0	0	0	
5/14/2001	12	1,206	1,206	0	0	0	0	
5/15/2001	13	3,227	2,446	0	781	0	0	
5/16/2001	8	1,889	200	0	1,689	0	0	
5/17/2001	37	17,951	17,628	0	323	3*	8466*	Printsite 1*
5/18/2001	15	9,945	9,742	0	203	0	0	
5/19/2001	20	19,532	18,976	0	556	0	0	
5/20/2001	0	0	0	0	0	0	0	
5/21/2001	13	1,883	75	0	1,808	0	0	
5/22/2001	0	0	0	0	0	0	0	
5/23/2001	47	10,902	8,313	0	2,589	0	0	
5/24/2001	23	13,302	7,448	0	5,854	0	0	

(Continued)

Report 8

Printsite Batch Volume Log - Printsite 1⁸

Fiscal Year 2001 Accounting Period 7-13 by Day

CONTENTS

(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
5/25/2001	0	0	0	0	0	0	0	
5/26/2001	0	0	0	0	0	0	0	
5/27/2001	20	3,101	2,003	0	1,098	0	0	
5/28/2001	0	0	0	0	0	0	0	
5/29/2001	17	3,034	3,029	0	5	0	0	
5/30/2001	26	19,599	17,758	0	1,841	0	0	
5/31/2001	12	4,729	3,855	374	500	0	0	
6/1/2001	16	20,037	20,026	0	11	0	0	
6/2/2001	10	1,729	1,729	0	0	0	0	
6/3/2001	0	0	0	0	0	0	0	
6/4/2001	0	0	0	0	0	0	0	
6/5/2001	15	15,050	12,750	0	2,300	0	0	
6/6/2001	49	17,255	5,626	0	11,629	0	0	
6/7/2001	12	247	236	0	11	0	0	
6/8/2001	25	9,662	7,734	0	1,928	0	0	
6/9/2001	0	0	0	0	0	0	0	
6/10/2001	0	0	0	0	0	0	0	
6/11/2001	36	14,504	8,058	0	6,446	0	0	
6/12/2001	13	1,793	1,564	0	229	0	0	
6/13/2001	29	19,620	12,592	0	7,028	0	0	
6/14/2001	20	12,517	12,139	0	378	0	0	
6/15/2001	3	5,083	1,937	0	3,146	0	0	
6/16/2001	12	15,621	13,323	0	2,298	0	0	
6/17/2001	0	0	0	0	0	0	0	
6/18/2001	22	2,802	2,076	0	726	0	0	
6/19/2001	15	2,697	2,586	0	111	0	0	
6/20/2001	18	1,968	1,924	0	44	0	0	
6/21/2001	14	11,579	11,337	0	242	0	0	
6/22/2001	23	9,557	9,188	78	291	0	0	
6/23/2001	16	2,946	1,228	0	1,718	0	0	

(Continued)

Report 8

Printsite Batch Volume Log - Printsite 1⁸

Fiscal Year 2001 Accounting Period 7-13 by Day

CONTENTS

(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
6/24/2001	0	0	0	0	0	0	0	
6/25/2001	16	5,752	5,164	125	463	0	0	
6/26/2001	1	34	0	0	34	0	0	
6/27/2001	46	32,491	27,871	0	4,620	0	0	
6/28/2001	19	1,342	121	0	1,221	0	0	
6/29/2001	19	113,565	113,525	33	7	0	0	
6/30/2001	0	0	0	0	0	0	0	
7/1/2001	0	0	0	0	0	0	0	
7/2/2001	5	5,194	188	376	4,630	0	0	
7/3/2001	52	214,743	82,158	0	132,585	0	0	
7/4/2001	1	0	0	0	0	0	0	
7/5/2001	17	12,811	10,599	1	2,211	0	0	
7/6/2001	15	59,754	51,550	409	7,795	0	0	
7/7/2001	12	16,508	13,077	0	3,431	0	0	
7/8/2001	0	0	0	0	0	0	0	
7/9/2001	27	5,663	4,314	0	1,349	0	0	
7/10/2001	26	12,061	1,383	641	10,037	0	0	
7/11/2001	15	10,072	9,945	0	127	0	0	
7/12/2001	3	628	87	0	541	0	0	
7/13/2001	11	4,390	4,207	0	183	0	0	
7/14/2001	15	9,023	3,177	682	5,164	0	0	
7/15/2001	0	0	0	0	0	0	0	
7/16/2001	0	0	0	0	0	0	0	
7/17/2001	40	31,102	18,264	1,900	10,938	0	0	
7/18/2001	21	32,420	32,388	0	32	0	0	
7/19/2001	18	155,275	146,102	0	9,173	0	0	
7/20/2001	19	34,789	34,779	0	10	0	0	
7/21/2001	20	15,202	13,718	0	1,484	0	0	
7/22/2001	0	0	0	0	0	0	0	
7/23/2001	15	11,827	11,827	0	0	0	0	

(Continued)

Report 8

Printsite Batch Volume Log - Printsite 1⁸

Fiscal Year 2001 Accounting Period 7-13 by Day

CONTENTS

(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
7/24/2001	21	9,901	9,477	410	14	0	0	
7/25/2001	16	11,324	10,761	0	563	0	0	
7/26/2001	16	15,000	14,938	0	62	0	0	
7/27/2001	24	8,497	8,471	7	19	0	0	
7/28/2001	13	9,552	8,705	0	847	0	0	
7/29/2001	0	0	0	0	0	0	0	
7/30/2001	19	3,641	3,411	230	0	0	0	
7/31/2001	17	13,299	13,120	0	179	0	0	
8/1/2001	18	15,246	12,332	1,931	983	0	0	
8/2/2001	16	21,591	11,290	0	10,301	0	0	
8/3/2001	18	9,063	4,504	0	4,559	0	0	
8/4/2001	0	0	0	0	0	0	0	
8/5/2001	0	0	0	0	0	0	0	
8/6/2001	34	14,997	5,550	4,378	5,069	0	0	
8/7/2001	15	7,131	7,127	0	4	0	0	
8/8/2001	13	2,461	2,159	0	302	0	0	
8/9/2001	10	15,286	15,285	1	0	0	0	
8/10/2001	27	36,629	30,176	0	6,453	0	0	
8/11/2001	12	7,002	7,002	0	0	0	0	
8/12/2001	0	0	0	0	0	0	0	
8/13/2001	15	10,276	3,910	0	6,366	0	0	
8/14/2001	19	25,899	6,975	0	18,924	0	0	
8/15/2001	25	13,134	12,574	0	560	0	0	
8/16/2001	21	10,947	8,726	2,214	7	0	0	
8/17/2001	21	10,242	8,451	0	1,791	0	0	
8/18/2001	16	31,241	28,487	2,214	540	0	0	
8/19/2001	0	0	0	0	0	0	0	
8/20/2001	15	10,203	9,937	0	266	0	0	
8/21/2001	26	6,656	5,502	1,113	41	0	0	
8/22/2001	30	12,916	4,348	7,668	900	0	0	

(Continued)

Report 8

Printsite Batch Volume Log - Printsite 1⁸

Fiscal Year 2001 Accounting Period 7-13 by Day

CONTENTS

(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
8/23/2001	20	42,660	31,572	0	11,088	0	0	
8/24/2001	19	19,458	19,448	0	10	0	0	
8/25/2001	0	0	0	0	0	0	0	
8/26/2001	0	0	0	0	0	0	0	
8/27/2001	19	5,268	4,731	537	0	0	0	
8/28/2001	31	9,712	5,526	1,109	3,077	0	0	
8/29/2001	18	23,594	17,586	6,000	8	0	0	
8/30/2001	18	15,195	13,193	1,693	309	0	0	
8/31/2001	25	10,780	10,128	205	447	0	0	
9/1/2001	24	7,896	7,323	413	160	0	0	
9/2/2001	0	0	0	0	0	0	0	
9/3/2001	0	0	0	0	0	0	0	
9/4/2001	16	15,073	14,925	146	2	0	0	
9/5/2001	18	19,971	8,168	39	11,764	0	0	
9/6/2001	22	23,189	23,028	126	35	0	0	
9/7/2001	0	0	0	0	0	0	0	
Total AP7 - AP13	2,161	1,767,473	1,325,769	35,053	406,651	0	0	

⁸The piece volume totals in this report will be slightly lower than the totals in the Piece Volume and Transaction Summary Reports due to the fact that a number of jobs may have been cancelled after submission thus never entering the mailstream. This difference may also be attributable to the fact that a job could have been ordered during the AP 7-13 period, but mailed afterwards, in which case it would appear in the Transaction and Piece Volume reports but not in the Mailstream and Batch reports.

*These mailstreams were not rerouted geographically but represent overflows beyond the printsite's daily capacity that were rescheduled to be printed the next day.

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Printsite Batch Volume Log - Printsite 2⁹

Fiscal Year 2001 Accounting Period 7 - 13 by Day

CONTENTS

Date	Number of Mailstreams	Number of Pieces	First Class	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
2/24/2001	0	0	0	0	0	0	0	
2/25/2001	0	0	0	0	0	0	0	
2/26/2001	1	1	1	0	0	0	0	
2/27/2001	0	0	0	0	0	0	0	
2/28/2001	0	0	0	0	0	0	0	
3/1/2001	6	6,686	6,686	0	0	0	0	
3/2/2001	4	22	22	0	0	0	0	
3/3/2001	0	0	0	0	0	0	0	
3/4/2001	0	0	0	0	0	0	0	
3/5/2001	24	3,223	3,022	0	201	0	0	
3/6/2001	6	6	6	0	0	0	0	
3/7/2001	4	92	84	0	8	0	0	
3/8/2001	3	6	6	0	0	0	0	
3/9/2001	3	5,250	1,570	0	3,680	0	0	
3/10/2001	0	0	0	0	0	0	0	
3/11/2001	0	0	0	0	0	0	0	
3/12/2001	10	5,919	1,535	0	4,384	0	0	
3/13/2001	6	1,219	1,110	0	109	0	0	
3/14/2001	3	29	25	0	4	0	0	
3/15/2001	4	842	842	0	0	0	0	
3/16/2001	0	0	0	0	0	0	0	
3/17/2001	0	0	0	0	0	0	0	
3/18/2001	0	0	0	0	0	0	0	
3/19/2001	0	0	0	0	0	0	0	
3/20/2001	26	1,726	1,011	0	715	0	0	
3/21/2001	3	747	747	0	0	0	0	
3/22/2001	6	2,078	2,077	0	1	0	0	
3/23/2001	5	73	73	0	0	0	0	
3/24/2001	0	0	0	0	0	0	0	
3/25/2001	0	0	0	0	0	0	0	

(Continued)

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Printsite Batch Volume Log - Printsite 2⁹

Fiscal Year 2001 Accounting Period 7 - 13 by Day

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(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
3/26/2001	5	551	101	0	450	0	0	Printsite 1
3/27/2001	6	2,293	1,466	0	827	0	0	
3/28/2001	3	65	63	0	2	0	0	
3/29/2001	5	279	4	0	275	0	0	
3/30/2001	7	2,598	2,535	0	63	0	0	
3/31/2001	0	0	0	0	0	0	0	
4/1/2001	0	0	0	0	0	0	0	
4/2/2001	8	404	404	0	0	2	4	
4/3/2001	0	0	0	0	0	0	0	
4/4/2001	4	107	107	0	0	0	0	
Total AP7-AP13	152	34,216	23,497	0	10,719	2	4	

⁹The piece volume totals in this report will be slightly lower than the totals in the Piece Volume and Transaction Summary Reports due to the fact that a number of jobs may have been cancelled after submission thus never entering the mailstream. This difference may also be attributable to the fact that a job could have been ordered during the AP 7-13 period, but mailed afterwards, in which case it would appear in the Transaction and Piece Volume reports but not in the Mailstream and Batch reports. Printsite 2, whose mailstream information is listed here, closed on April 4th. No records are listed after that date.

Printsite Batch Volume Log - Printsite 3¹⁰
Fiscal Year 2001 Accounting Period 7 - 13 by Day

CONTENTS

Date	Number of Mailstreams	Number of Pieces	First Class	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
6/8/2001	11	383	149	0	234	0	0	Printsite 1
6/9/2001	0	0	0	0	0	0	0	
6/10/2001	0	0	0	0	0	0	0	
6/11/2001	6	2,221	2,126	0	95	0	0	
6/12/2001	4	675	675	0	0	0	0	
6/13/2001	4	92	84	0	8	0	0	
6/14/2001	5	410	354	0	56	0	0	
6/15/2001	8	682	609	0	73	1	3,146	
6/16/2001	0	0	0	0	0	0	0	
6/17/2001	0	0	0	0	0	0	0	
6/18/2001	6	150	148	0	2	0	0	
6/19/2001	2	1,115	1,115	0	0	0	0	
6/20/2001	2	1,943	1,943	0	0	0	0	
6/21/2001	2	4	4	0	0	0	0	
6/22/2001	8	367	367	0	0	0	0	
6/23/2001	0	0	0	0	0	0	0	
6/24/2001	0	0	0	0	0	0	0	
6/25/2001	3	138	88	0	50	0	0	
6/26/2001	5	8,915	8,656	0	259	0	0	
6/27/2001	7	88	42	0	46	0	0	
6/28/2001	13	2,042	599	0	1,443	0	0	
6/29/2001	2	11	11	0	0	0	0	
6/30/2001	0	0	0	0	0	0	0	
7/1/2001	7	5,328	201	0	5,127	0	0	
7/2/2001	0	0	0	0	0	0	0	
7/3/2001	0	0	0	0	0	1	2,258	Printsite 1
7/4/2001	1	0	0	0	0	0	0	(Continued)
7/5/2001	1	2	2	0	0	0	0	

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Printsite Batch Volume Log - Printsite 3¹⁰
Fiscal Year 2001 Accounting Period 7 - 13 by Day

CONTENTS

(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
7/6/2001	11	1,248	814	0	434	0	0	
7/7/2001	13	1,100	389	0	711	0	0	
7/8/2001	0	0	0	0	0	0	0	
7/9/2001	6	69	1	0	68	0	0	
7/10/2001	15	10,460	200	0	10,260	0	0	
7/11/2001	3	158	158	0	0	0	0	
7/12/2001	2	734	297	0	437	0	0	
7/13/2001	12	4,993	360	74	4,559	0	0	
7/14/2001	0	0	0	0	0	0	0	
7/15/2001	0	0	0	0	0	0	0	
7/16/2001	5	5,594	178	0	5,416	0	0	
7/17/2001	6	458	458	0	0	0	0	
7/18/2001	0	0	0	0	0	0	0	
7/19/2001	3	251	244	0	7	0	0	
7/20/2001	14	5,893	4,452	0	1,441	0	0	
7/21/2001	0	0	0	0	0	0	0	
7/22/2001	0	0	0	0	0	0	0	
7/23/2001	1	335	335	0	0	0	0	
7/24/2001	5	417	417	0	0	0	0	
7/25/2001	3	1,332	1,332	0	0	0	0	
7/26/2001	4	3	3	0	0	0	0	
7/27/2001	5	71	61	10	0	2	46	Printsite 1
7/28/2001	0	0	0	0	0	0	0	
7/29/2001	0	0	0	0	0	0	0	
7/30/2001	10	9,814	8,197	0	1,617	1	230	Printsite 1
7/31/2001	3	10	9	0	1	0	0	
8/1/2001	9	7,788	2,332	0	5,456	0	0	
8/2/2001	7	508	329	0	179	0	0	

(Continued)

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Printsite Batch Volume Log - Printsite 3¹⁰
Fiscal Year 2001 Accounting Period 7 - 13 by Day

CONTENTS

(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
8/3/2001	0	0	0	0	0	0	0	Printsite 1
8/4/2001	4	2,302	3	0	2,299	0	0	
8/5/2001	0	0	0	0	0	0	0	
8/6/2001	7	647	502	0	145	0	0	
8/7/2001	7	953	185	0	768	0	0	
8/8/2001	3	54	53	0	1	0	0	
8/9/2001	2	390	133	0	257	0	0	
8/10/2001	6	3,521	3,520	0	1	2	1,746	
8/11/2001	0	0	0	0	0	0	0	
8/12/2001	0	0	0	0	0	0	0	
8/13/2001	3	149	149	0	0	0	0	Printsite 1
8/14/2001	3	7	7	0	0	0	0	
8/15/2001	7	577	577	0	0	1	1	
8/16/2001	3	661	661	0	0	0	0	
8/17/2001	0	0	0	0	0	0	0	
8/18/2001	0	0	0	0	0	0	0	
8/19/2001	0	0	0	0	0	0	0	
8/20/2001	14	4,024	3,976	0	48	0	0	
8/21/2001	5	6,104	1,104	0	5,000	0	0	
8/22/2001	8	1,546	1,358	0	188	0	0	
8/23/2001	4	312	312	0	0	0	0	Printsite 1
8/24/2001	6	873	873	0	0	0	0	
8/25/2001	0	0	0	0	0	0	0	
8/26/2001	0	0	0	0	0	0	0	
8/27/2001	8	301	297	0	4	0	0	
8/28/2001	4	131	131	0	0	0	0	
8/29/2001	3	1,005	1,005	0	0	0	0	
8/30/2001	9	1,613	1,186	0	427	1	7	

(Continued)

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Printsite Batch Volume Log - Printsite 3¹⁰

Fiscal Year 2001 Accounting Period 7 - 13 by Day

[CONTENTS](#)

(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
8/31/2001	8	521	521	0	0	0	0	
9/1/2001	0	0	0	0	0	0	0	
9/2/2001	0	0	0	0	0	0	0	
9/3/2001	0	0	0	0	0	0	0	
9/4/2001	1	2	2	0	0	0	0	
9/5/2001	3	18	18	0	0	0	0	
9/6/2001	7	2,936	3	0	2,933	0	0	
9/7/2001	17	0	0	0	0	0	0	
Total AP7-AP13	376	104,449	54,315	84	50,050	9	7,434	

¹⁰The piece volume totals in this report will be slightly lower than the totals in the Piece Volume and Transaction Summary Reports due to the fact that a number of jobs may have been cancelled after submission thus never entering the mailstream. This difference may also be attributable to the fact that a job could have been ordered during the AP 7-13 period, but mailed afterwards, in which case it would appear in the Transaction and Piece Volume reports but not in the Mailstream and Batch reports. Printsite 3, whose mailstream information is detailed here, opened on June 8th. No no information exists before that date.

New Customer Transactions¹¹

Fiscal Year 2001 Accounting Period 7 - 13

CONTENTS

AP	New Users	Unique Users	Transactions
7	56	129	188
8	79	149	209
9	152	242	393
10	168	313	664
11	213	391	846
12	261	510	976
13	238	543	1,037
Total AP7 - AP13	1,167	2,277	4,313

¹¹ **New Users** represents those users purchasing their very first job during the given AP.
Unique Users represents those users purchasing a job during the given AP. This is a "unique" measure due to the fact that Users can be counted only one time during a given AP.
Transactions represents the number of paid jobs during the given AP.

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Mailstream Depth of Sort¹²**Fiscal Year 2001 Accounting Period 7 - 13****CONTENTS**

Container Type	Container Level	Total AP7 - AP13	AP7	AP8	AP9	AP10	AP11	AP12	AP13
1' Tray	3 Digit (Presort)	153,973	2,874	1,353	6,607	12,000	50,846	43,249	37,044
1' Tray	3 Digit Scheme	91,826	2,727	2,155	4,683	7,360	25,562	24,933	24,406
1' Tray	5 Digit (Presort Only)	192,834	3,867	1,195	5,684	28,282	59,143	53,503	41,160
1' Tray	AADC	93,935	3,708	2,939	11,695	3,702	31,259	21,891	18,741
1' Tray	CR-Direct	30,701	86		391		21,009	6,067	3,148
1' Tray	Mixed AADC	98,921	5,501	4,578	9,545	16,362	22,862	21,107	18,966
1' Tray	Mixed ADC	7	0	0	3	0	0	0	4
1' Tray	Mixed CR in 5 Digit	128,036	1,309	1,860	1,896	4,927	61,861	45,325	10,858
2' Tray	3 Digit (Presort)	213,624	7,630	3,393	2,583	33,765	106,124	41,657	18,472
2' Tray	3 Digit Scheme	160,384	12,512	5,025	2,672	19,998	66,433	26,775	26,969
2' Tray	5 Digit (Presort Only)	517,927	5,894	1,341	4,198	16,757	260,323	152,542	76,872
2' Tray	AADC	51,216	244	1,223	6,030	2,264	23,303	12,758	5,394
2' Tray	CR-Direct	13,855	277	0	0	0	2,313	1,266	9,999
2' Tray	Mixed AADC	364,620	16,309	21,805	49,663	32,321	88,436	80,706	75,380
2' Tray	Mixed CR in 5 Digit	66,588	2,918	284	177	1,544	45,555	13,794	2,316
EMM Tray	3 Digit (Presort)	3,429	0	0	0	0	0	0	3,429
EMM Tray	3 Digit Scheme	3,803	0	0	0	0	0	0	3,803
EMM Tray	5 Digit (Presort Only)	1,068	0	0	0	0	0	0	1,068
EMM Tray	AADC	675	0	0	0	0	0	0	675
EMM Tray	Mixed AADC	666	0	0	0	0	0	1	665
EMM Tray	Mixed CR in 5 Digit	149	0	0	0	0	0	0	149
Flat Tub	3 Digit (Presort)	2,875	915	169	520	281	32	781	177
Flat Tub	5 Digit (Presort Only)	5,414			3,569	946	42	783	74
Flat Tub	ADC	2,933	1,122	420	181	683	80	266	181
Flat Tub	Mixed ADC	45,659	1,591	18,445	20,458	3,236	261	905	763
Sack	3 Digit (Presort)	517	0	0	0	308	209	0	0
Sack	5 Digit (Presort Only)	141	0	0	0	0	141	0	0
Sack	ADC	7,361	0	0	0	7,181	0	0	180
Sack	Mixed ADC	4,946	117	130	4	3,459	970	148	118

¹²Total Mail pieces will be different than the Piece Volume reports and the Mailstream reports. This is due to the fact that depth of sort data is extracted from Mail.dat files which are only created when a job is mailed. As a result, this will exclude jobs that have been ordered within AP 7-13 but have a scheduled mail date outside of AP 7-13. In addition, a small number of jobs were "forced through" the system and as a result had no accompanying data.

ICCC Help Desk Statistics

Fiscal Year 2001 Accounting Period 7 - 13
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AP 7		
Registered Customers	Tickets	Tickets/ Customer
51	76	1.49
Registered Customers Top Reasons		
Mail list Upload lists Unable to upload/submit list		17.11%
Document View uploaded document Unable to view document		9.21%
Marketing Product information Capabilities		9.21%
Non-Registered Customers	Tickets	
129	129	
Non-Registered Customers Top Reasons		
Marketing Product information Capabilities		24.03%
Marketing Product information Price		19.38%
Marketing Other inquiry Prospective Customer Inquiry		12.40%
Source	Tickets	Percent
Email	4	1.95%
Other	187	91.22%
Phone	14	6.83%

AP 8		
Registered Customers	Tickets	Tickets/ Customer
52	85	1.63
Registered Customers Top Reasons		
Mail list Upload lists Unable to upload/submit list		15.29%
Document View uploaded document Unable to view document		11.76%
Document Upload document Unable to upload/submit document		7.06%
Non-Registered Customers	Tickets	
144	144	
Non-Registered Customers Top Reasons		
Marketing Product information Capabilities		34.03%
Marketing Product information Price		33.33%
Marketing How-to information User Requirments		6.25%
Source	Tickets	Percent
Email	33	14.41%
Internal	6	2.62%
Phone	163	71.18%
Others	26	11.35%
Voice Mail	1	0.44%

(Continued)

Report 13

ICCC Help Desk Statistics

Fiscal Year 2001 Accounting Period 7 - 13

CONTENTS

(Continued)

AP 9		
Registered Customers	Tickets	Tickets/ Customer
92	129	1.40
Registered Customers Top Reasons		
Document Upload document Unable to upload/submit document		11.63%
Document View uploaded document Unable to view document		10.85%
Marketing Product information Capabilities		10.85%
Non-Registered Customers	Tickets	
139	139	
Non-Registered Customers Top Reasons		
Marketing Product information Capabilities		29.50%
Marketing Product information Price		21.58%
Marketing Product Information Technical		9.35%
Source	Tickets	Percent
Email	60	22.30%
Fax	2	0.74%
Internal	9	3.35%
Phone	195	72.49%
Voice Mail	3	1.12%

AP 10		
Registered Customers	Tickets	Tickets/ Customer
109	149	1.37
Registered Customers Top Reasons		
Document Upload document Unable to upload/submit document		18.12%
Mail list Upload lists Unable to upload/submit list		10.74%
Marketing Product information Capabilities		8.72%
Non-Registered Customers	Tickets	
105	105	
Non-Registered Customers Top Reasons		
Marketing Product information Capabilities		38.10%
Marketing Other inquiry Other		9.52%
Marketing Product Information Technical		
Source	Tickets	Percent
Email	65	25.59%
Fax	7	2.76%
Internal	5	1.97%
Phone	176	69.29%
Voice Mail	1	0.39%

(Continued)

ICCC Help Desk Statistics

Fiscal Year 2001 Accounting Period 7 - 13
CONTENTS

(Continued)

AP 11		
Registered Customers	Tickets	Tickets/ Customer
110	152	1.38
Registered Customers Top Reasons		
Document Upload document Unable to upload/submit document		15.79%
Marketing Product information Capabilities		8.55%
Credit Card Transaction NONE		7.89%
Non-Registered Customers	Tickets	
134	134	
Non-Registered Customers Top Reasons		
Marketing Product information Capabilities		29.85%
Marketing Product Information Technical		15.67%
Marketing Product information Price		8.96%
Source	Tickets	Percent
Email	108	37.76%
Fax	2	0.70%
Internal	6	2.10%
Phone	168	58.74%
Voice Mail	2	0.70%

AP 12		
Registered Customers	Tickets	Tickets/ Customer
145	210	1.45
Registered Customers Top Reasons		
Document Upload document Unable to upload/submit document		10.48%
Marketing Product information Capabilities		9.05%
Credit Card Transaction NONE		8.10%
Non-Registered Customers	Tickets	
164	164	
Non-Registered Customers Top Reasons		
Marketing Product information Capabilities		29.88%
Marketing Product information Price		12.80%
Marketing Other inquiry Prospective Customer Inquiry		7.93%
Source	Tickets	Percent
Email	170	45.45%
Fax	11	2.94%
Internal	6	1.60%
Phone	185	49.47%
Voice Mail	2	0.53%

(Continued)

Report 13

ICCC Help Desk Statistics**Fiscal Year 2001 Accounting Period 7 - 13****CONTENTS**

(Continued)

AP 13		
Registered Customers	Tickets	Tickets/ Customer
157	218	1.39
Registered Customers Top Reasons		
Marketing Product information Capabilities		11.47%
Mail list Upload lists Unable to upload/submit document		9.63%
Marketing Product Information Technical		8.26%
Non-Registered Customers	Tickets	
121	121	
Non-Registered Customers Top Reasons		
Marketing Product information Capabilities		35.54%
Marketing Other inquiry Prospective Customer Inquiry		9.09%
Marketing Other inquiry Other		8.26%
Source	Tickets	Percent
Email	157	46.31%
Fax	3	0.88%
Internal	4	1.18%
Phone	175	51.62%

San Mateo Help Desk Statistics¹⁴

Fiscal Year 2001 Accounting Period 7 - 13

CONTENTS

AP	Ticket #	Create Date	Closed Date	Severity	Problem Detail
7	02954909	3/2/2001	3/2/2001	5-Incident	GENERAL USER HELP
7	02958998	3/5/2001	3/5/2001	3-One_user	see work log
7	02959947	3/5/2001	3/5/2001	5-Incident	STATUS EXISTING TICKET
7	02959950	3/5/2001	3/5/2001	5-Incident	STATUS EXISTING TICKET
7	02959951	3/5/2001	3/5/2001	5-Incident	STATUS EXISTING TICKET
7	02959960	3/5/2001	3/5/2001	5-Incident	STATUS EXISTING TICKET
7	02987936	3/14/2001	3/14/2001	3-One_user	SEE WORKLOG
7	02992134	3/15/2001	3/15/2001	3-One_user	ICCC is having problems with the MOL backpages and the customer is not being affected by this problem.
8	03083139	4/12/2001	4/17/2001	3-One_user	Fax requested from MAILING ON LINE only produces the cover page but not the attached document.
9	03111155	4/21/2001	4/21/2001	3-One_user	AIDA/ICCC (1-800-344-7779) REPORTED THAT SHE IS UNABLE TO RETRIEVE REQUESTED URL. SHE WAS UNABLE TO RETRIEVE THE LOG ON SCREEN. STEPS ONLINE SERVICES SEND LETTERS & POSTCARDS SIGN IN TO POSTCARDS. I WAS UNABLE TO DUPLICATE THE PROBLEM. SHORTLY AFTER , AIDA WAS ABLE TO LOG IN & RETREIVE THE URL REQUESTED. SHE TRIED AGAIN & WAS SUCCESSFUL THE SECOND TIME WITHOUT ANY PROBLEMS.
9	03149859	5/4/2001	5/4/2001	1-Multiple	see work log
10	03234570	6/1/2001	6/1/2001	3-One_user	ICCC problem # 26005
10	03251056	6/8/2001	6/8/2001	3-One_user	SEE WORKLOG
10	03257996	6/8/2001	6/8/2001	1-Multiple	SEE WORK LOG
10	03274010	6/13/2001	6/13/2001	5-Incident	GENERAL USER HELP
11	03325275	6/27/2001	6/28/2001	1-Multiple	SEE WORK LOG
11	03330408	6/29/2001	8/31/2001	4-Minimal	SEE WORK LOG...
11	03330831	6/29/2001	6/29/2001	5-Incident	GENERAL USER HELP
12	03404752	7/23/2001	7/30/2001	3-One_user	TOM FROM COL HELPDESK HAS SOME CUSTOMERS THAT ARE ABLE/UNABLE TO LOGON AND CAN'T PROCESS CREDIT TO DIFFERENT PLACES WITHIN THE APPLICATION. CUSTOMERS ARE GETTING AN ERROR: AOL SERVER/3.2 ON HTTPS://MOL.USPS.COM. THIS IS AN INTERMITTENT PROBLEM ON MOL SIDE. CASE# IS 28384. PER TOM, DEVELOPER HAD ASK SAN MATEO TO OPEN A REMEDY

(Continued)

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San Mateo Help Desk Statistics¹⁴

Fiscal Year 2001 Accounting Period 7 - 13

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(Continued)

AP	Ticket #	Create Date	Closed Date	Severity	Problem Detail
12	03406719	7/23/2001	7/23/2001	5-Incident	STATUS EXISTING TICKET
12	03421655	7/27/2001	7/30/2001	1-Multiple	SEE WORKLOG
12	03431539	7/30/2001	7/30/2001	5-Incident	STATUS EXISTING TICKET 3404752
12	03457145	8/6/2001	8/6/2001	3-One_user	MOL-MAILING IS CURRENTLY UNAVAILABLE. USER THINKS THIS MIGHT BE A MAINTENANCE. SEE WORK LOG.
12	03462436	8/7/2001	8/7/2001	1-Multiple	MOL - USER REPORTING FOR BAE PROBLEM WITH APPLICATION GIVING ERROR DATE IS TOO FAR IN THE FUTURE. THIS HAPPENS WHEN DATE SELECTED IS = TO 0.
13	03480633	8/11/2001	8/14/2001	1-Multiple	MOL - USER REPORTING FOR BAE PROBLEM WITH APPLICATION GIVING ERROR DATE IS TOO FAR IN THE FUTURE. THIS HAPPENS WHEN DATE SELECTED IS = 0.
13	03528449	8/24/2001	8/24/2001	3-One_user	USER REQUESTED ASSISTANCE FROM UNIX TO RESUBMIT TWO JOBS THAT ARE IN SUSPENSION.
13	03556916	8/31/2001	8/31/2001	1-Multiple	USERS UNABLE TO ACCESS MOL...ECAPS IS ALSO AFFECTED. NAYANA IS THE ON-CALL FOR ACCENTURE

¹⁴Each record contains the actual help ticket contents.

Report 15

Functional Equivalency Applications

Fiscal Year 2001 Accounting Period 7 - 13

CONTENTS

Applicant	Date	Result
Zairmail, Inc.	Fiscal Year 2001, AP 13	Application Pending

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Credits

Fiscal Year 2001 Accounting Period 7 - 13 and by Day

CONTENTS

By Day

Date	Amount
3/22/2001	\$4,565
5/2/2001	\$3,244
5/4/2001	\$826
6/28/2001	\$58,894
7/18/2001	\$29,465
7/19/2001	\$2,592
7/31/2001	\$27,308
8/1/2001	\$3,545
8/14/2001	\$526
8/16/2001	\$2,403
8/17/2001	\$3,638
8/24/2001	\$1,516
Total AP7 - AP13	\$138,522

By AP

AP	Amount
7	\$4,565
8	\$0
9	\$4,070
10	\$0
11	\$58,894
12	\$62,909
13	\$8,084
Total AP7 - AP13	\$138,522

Customer Satisfaction Indicators

Fiscal Year 2001 Accounting Period 7 - 13

CONTENTS

ICCC

Call Type	Number of calls
Complaint	965
Inquiry	982
Total calls AP7 - AP13	1947

Reasons for transactional system complaint calls

Complaint type	Calls
Upload document	176
Upload lists	153
View uploaded document	77
View status	64
Order processing	58
Price confirmation/ submit	33
Map list	30
Assemble Order	30
Select order options	23
View uploaded list	15
Remove document	6
Remove list	2
Total calls AP7 - AP13	667

Reasons for help desk complaint calls

Complaint Type	Number of calls
Transactional system problem	667
Payment problem	112
Other technical problems	84
Quality of production	59
Timeliness of delivery	26
Registration	17
Total calls AP7 - AP13	965

Additional customer service indicators

Indicator	Value
Average jobs per user	3.4
Average revenue per user	612
Average revenue per job	178
Average pages per job	584
Average pieces per job	473

Services Costs¹⁸**Fiscal Year 2001 Accounting Period 7 - 13****CONTENTS****Total Services Costs**

Category	AP7	AP8	AP9	AP10	AP11	AP12	AP13
MOL-Specific Costs							
<i>PWC Consulting</i>	\$79,372	\$32,873	\$24,854	\$44,831	\$40,154	\$41,540	\$15,865
<i>GRS Associates of Virginia, Inc.</i>	\$0	\$0	\$0	\$14,298	\$10,873	\$17,125	\$35,905
<i>Redwing Associates</i>	\$0	\$0	\$0	\$15,625	\$1,937	\$1,503	\$5,250
Total MOL Specific Costs	\$79,372	\$32,873	\$24,854	\$74,754	\$52,963	\$60,168	\$57,020
Shared Costs							
<i>PWC Consulting</i>	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<i>GRS Associates of Virginia, Inc.</i>	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<i>Redwing Associates</i>	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total Shared Costs	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Total Shared Costs for AP 7 - 13

\$0

Total MOL-Specific Costs for AP 7 - 13

\$382,002

Administrative Management and Maintenance Costs ¹⁹

Fiscal Year 2001 Accounting Period 7 - 13

[CONTENTS](#)

Total Administrative Management and Maintenance Costs

Category	AP7	AP8	AP9	AP10	AP11	AP12	AP13
MOL-Specific Costs							
<i>System Support and Maintenance</i>	\$221,233	\$209,716	\$221,443	\$221,022	\$394,123	\$326,588	\$217,461
Total MOL Specific Costs	\$221,233	\$209,716	\$221,443	\$221,022	\$394,123	\$326,588	\$217,461
Shared Costs							
<i>System Support and Maintenance</i>	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total Shared Costs	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Total Shared Costs for AP 7 - 13

\$0

Total MOL-Specific Costs for AP 7 - 13

\$1,811,586

¹⁹These costs reflect efforts to manage and maintain the system. System Development and Implementation costs are reported separately in table #23.

Internet Customer Care Center Costs**Fiscal Year 2001 Accounting Period 7 - 13****CONTENTS****Total Help Desk Costs**

Category	AP7	AP8	AP9	AP10	AP11	AP12	AP13
MOL-Specific Costs							
<i>Operations</i>	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<i>Personnel</i>	\$35,201	\$36,795	\$36,956	\$35,510	\$34,377	\$32,604	\$32,565
<i>Hardware</i>	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<i>Software</i>	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total MOL Specific Costs	\$35,201	\$36,795	\$36,956	\$35,510	\$34,377	\$32,604	\$32,565
Shared Costs							
<i>Operations</i>	\$108	\$118	\$148	\$155	\$149	\$152	\$181
<i>Personnel</i>	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<i>Hardware</i>	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<i>Software</i>	\$0	\$0	\$0	\$1,762	\$0	\$0	\$0
Total MOL Shared Costs	\$108	\$118	\$148	\$1,917	\$149	\$152	\$181

Total Shared Costs for AP 7 - 13

\$2,773

Total MOL-Specific Costs for AP 7 - 13

\$244,008

Hardware and Software Costs

Fiscal Year 2001 Accounting Period 7 - 13

CONTENTS

Total Hardware and Software Costs

Category	AP7	AP8	AP9	AP10	AP11	AP12	AP13
MOL-Specific Costs							
Hardware	\$1,751	\$0	\$0	\$0	\$0	\$0	\$0
Software	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total MOL Specific Costs	\$1,751	\$0	\$0	\$0	\$0	\$0	\$0
Shared Costs							
Hardware	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Software	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total Shared Costs	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Total Shared Costs for AP 7 - 13	Total MOL-Specific Costs for AP 7 - 13
\$0	\$1,751

Bank Card Service Charges²²

Fiscal Year 2001 Accounting Period 7 - 13

CONTENTS

Total Bankcard Service Charges

Category	AP7	AP8	AP9	AP10	AP11	AP12	AP13
MOL-Specific Costs							
<i>Bank Card Service Charges</i>	\$324	\$407	\$605	\$661	\$1,171	\$868	\$767
Total MOL specific Costs	\$324	\$407	\$605	\$661	\$1,171	\$868	\$767
Shared Costs							
<i>Bank Card Service Charges</i>	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total Shared Costs	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Total Shared Costs for AP 7 - 13

\$0

Total MOL-Specific Costs for AP 7 - 13
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\$4,803

²²In conformity with the Postal Rate Commission's costing approach for Mailing Online, bank card service charges are calculated as 1.5% of Mailing Online fees.

Telecommunications and Networks Costs**Fiscal Year 2001 Accounting Period 7 - 13****CONTENTS****Total Communications Costs**

Category	AP7	AP8	AP9	AP10	AP11	AP12	AP13
MOL-Specific Costs							
<i>T1 Line to the Print site</i>	\$9,025	\$9,025	\$9,025	\$9,025	\$9,025	\$9,025	\$9,025
Total MOL-Specific Costs	\$9,025	\$9,025	\$9,025	\$9,025	\$9,025	\$9,025	\$9,025
Shared Costs							
<i>T1 Line to the Print site</i>	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total Shared Costs	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Total Shared Costs for AP 7 - 13

\$0

Total MOL-Specific Costs for AP 7 - 13

\$63,174

System Development and Implementation Costs

Fiscal Year 2001 Accounting Period 7 - 13

CONTENTS

Total System Development and Implementation Costs

Category	AP7	AP8	AP9	AP10	AP11	AP12	AP13
MOL-Specific Costs							
<i>MOL System Development Labor</i>	\$396,373	\$440,037	\$447,908	\$415,946	\$113,321	\$5,360	\$22,324
Total MOL-Specific Costs	\$396,373	\$440,037	\$447,908	\$415,946	\$113,321	\$5,360	\$22,324
Shared Costs							
<i>MOL System Development Labor</i>	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total Shared Costs	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Total Shared Costs for AP 7 - 13	Total MOL-Specific Costs for AP 7 - 13
\$0	\$1,841,268

Print Site Costs**Fiscal Year 2001 Accounting Period 7 - 13****CONTENTS****Total Print Site Costs**

Category	AP7	AP8	AP9	AP10	AP11	AP12	AP13
MOL-Specific Costs							
<i>Print Site Costs</i>	\$11,022	\$32,381	\$63,035	\$28,486	\$325,813	\$33,897	\$0
Total MOL Specific Costs	\$11,022	\$32,381	\$63,035	\$28,486	\$325,813	\$33,897	\$0
Shared Costs							
<i>Print Site Costs</i>	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total Shared Costs	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Total Shared Costs for AP 7 - 13

Total MOL-Specific Costs for AP 7 - 13

\$0

\$494,635

Personnel Costs²⁶**Fiscal Year 2001 Accounting Period 7 - 13****CONTENTS****Total Personnel Costs**

Category	AP7	AP8	AP9	AP10	AP11	AP12	AP13
MOL-Specific Costs							
<i>Salaries and Benefits</i>	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<i>Travel</i>	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<i>Training</i>	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total MOL-Specific Costs	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Shared Costs							
<i>Salaries and Benefits</i>	\$47,210	\$47,794	\$42,453	\$36,948	\$36,680	\$37,557	\$36,057
<i>Travel</i>	\$15,301	\$14,379	\$14,151	\$6,334	\$6,800	\$7,860	\$12,937
<i>Training</i>	\$553	\$0	\$0	\$0	\$3,227	\$0	\$0
Total Shared Costs	\$63,063	\$62,172	\$56,603	\$43,282	\$46,706	\$45,418	\$48,994

Total Shared Costs for AP 7 - 13

Total MOL-Specific Costs for AP 7 - 13

\$366,239

\$0

²⁶Personnel costs consist of the salary and benefits of all USPS staff-level employees working on Mailing Online, excluding the program manager.

Marketing Costs**Fiscal Year 2001 Accounting Period 7 - 13****CONTENTS****Total Marketing Costs**

Category	AP7	AP8	AP9	AP10	AP11	AP12	AP13
MOL-Specific Costs							
<i>Mass Production</i>	\$11,106	\$0	\$0	\$0	\$0	\$0	\$17,369
<i>Targeted Production</i>	\$252,334	\$0	\$0	\$0	\$0	\$0	\$0
<i>Retail Production</i>	\$8,698	\$0	\$0	\$0	\$0	\$0	\$0
<i>Mass Media</i>	\$2,447	\$0	\$0	-\$51,188	\$12,837	\$40,275	\$145,599
<i>Sales Production</i>	\$0	\$0	\$0	\$0	\$0	\$0	\$32,519
Total MOL-Specific Costs	\$274,586	\$0	\$0	-\$51,188	\$12,837	\$40,275	\$195,488
Shared Costs							
<i>Mass Production</i>	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<i>Targeted Production</i>	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<i>Retail Production</i>	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<i>Mass Media</i>	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<i>Sales Production</i>	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total Shared Costs	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Total Shared Costs for AP 7 - 13

\$0

Total MOL-Specific Costs for AP 7 - 13

\$471,997

Information Systems Support Personnel Costs²⁸

Fiscal Year 2001 Accounting Period 7 - 13

CONTENTS

Total Personnel Costs

Category	AP7	AP8	AP9	AP10	AP11	AP12	AP13
MOL-Specific Costs							
<i>San Mateo CSB</i>	\$5,429	\$5,429	\$5,429	\$5,429	\$5,429	\$5,429	\$5,429
Total MOL Specific Costs	\$5,429	\$5,429	\$5,429	\$5,429	\$5,429	\$5,429	\$5,429
Shared Costs							
<i>San Mateo CSB</i>	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total Shared Costs	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Total Shared Costs for AP 7 - 13	Total Specific Costs for AP 7 - 13
\$0	\$38,000

²⁸"Personnel logs" are no longer used to identify these costs as was the case during the Market Test. Instead \$38,000.00 was charged by COSC for support during AP7-13. This amount is distributed evenly across the seven APs of the report.