



Report to the Postal Rate Commission
NetPost Mailing Online Experiment
Fiscal Year 2002
Accounting Periods 1 through 6

Mailing Online Postal Rate Commission Report

Fiscal Year 2002 Accounting Period 1 through Accounting Period 6

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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 2002 Accounting Period 1 - 6 and by AP Week

CONTENTS

AP	Revenue - Postage	Revenue - Printing	Total Revenue
1	\$63,097.52	\$71,349.48	\$154,447.00
2	\$115,188.37	\$76,789.03	\$191,977.40
3	\$95,693.95	\$54,280.57	\$149,974.52
4	\$79,781.41	\$65,781.28	\$145,562.69
5	\$104,241.65	\$57,473.62	\$161,715.27
6	\$115,920.74	\$70,232.20	\$186,152.94
Total AP1 - AP6	\$593,923.64	\$395,906.18	\$989,829.82

AP Week	Revenue - Postage	Revenue - Printing	Total Revenue
AP1:1	\$18,992.68	\$16,706.05	\$35,698.73
AP1:2	\$23,727.54	\$18,207.63	\$41,935.17
AP1:3	\$24,018.74	\$26,029.31	\$50,048.05
AP1:4	\$16,358.56	\$10,406.49	\$26,765.05
AP2:1	\$26,330.31	\$20,887.41	\$47,217.72
AP2:2	\$36,311.54	\$24,119.85	\$60,431.39
AP2:3	\$16,258.44	\$9,274.89	\$25,533.33
AP2:4	\$36,288.08	\$22,506.88	\$58,794.96
AP3:1	\$17,501.39	\$9,997.28	\$27,498.67
AP3:2	\$50,962.18	\$23,141.13	\$74,103.31
AP3:3	\$12,281.67	\$11,926.40	\$24,208.07
AP3:4	\$14,948.71	\$9,215.76	\$24,164.47
AP4:1	\$30,142.94	\$22,575.34	\$52,718.28
AP4:2	\$17,294.29	\$12,511.95	\$29,806.24
AP4:3	\$17,413.73	\$21,730.14	\$39,143.87
AP4:4	\$14,930.45	\$8,963.85	\$23,894.30

(Continued)

Report 1

Revenue¹

Fiscal Year 2002 Accounting Period 1 - 6 and by AP Week

CONTENTS

(Continued)

AP Week	Revenue - Postage	Revenue - Printing	Total Revenue
AP5:1	\$23,752.60	\$11,735.39	\$35,487.99
AP5:2	\$31,833.02	\$18,722.08	\$50,555.10
AP5:3	\$29,058.63	\$16,230.79	\$45,289.42
AP5:4	\$19,597.40	\$10,785.36	\$30,382.76
AP6:1	\$24,387.64	\$15,443.56	\$39,831.20
AP6:2	\$28,441.35	\$16,854.92	\$45,296.27
AP6:3	\$31,599.92	\$18,738.35	\$50,338.27
AP6:4	\$31,491.83	\$19,195.37	\$50,687.20
Total AP1 - AP6	\$593,923.64	\$395,906.18	\$989,829.82

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 2002 Accounting Period 1 - 6

CONTENTS

Page Volumes

AP	Total	Letter	Legal	Postcard	Simplex	Duplex	Blue	Red	Magenta	Green	Full	No Color
1	429,849	277,929	782	151,138	318,234	111,615	51,628	20,851	1,683	4,287	23,463	327,937
2	631,724	363,884	491	267,349	495,795	135,929	64,352	27,619	5,153	5,511	18,661	510,438
3	535,761	166,277	1,033	368,451	477,503	58,258	21,460	122,369	396	12,805	21,542	357,189
4	480,041	258,454	1,117	220,470	408,925	71,116	20,749	31,612	364	18,974	36,152	372,190
5	557,895	268,921	664	288,310	428,141	129,754	23,959	28,983	1,171	6,937	6,353	490,492
6	621,114	318,712	671	301,731	473,486	147,628	23,998	23,837	1,495	17,535	15,689	538,560
Total AP1 - AP6	3,256,384	1,654,177	4,758	1,597,449	2,602,084	654,300	206,146	255,271	10,262	66,049	121,850	2,596,806

Piece Volumes

AP	Total	First Class	G10	Non-Profit	Standard	Staple	Saddlestitched	No Blind	Mailier	Postcard	Flat	# 10
1	354,016	279,743	N/A	13,030	61,243	3,426	241	350349	49084	151138	15972	137822
2	525,245	408,380	N/A	37,546	79,319	626	423	524196	84337	267379	8861	164668
3	495,282	424,796	N/A	21,965	48,521	68	669	494545	29746	368508	2290	94738
4	358,005	321,189	N/A	8,715	28,101	15	123	357867	27981	220493	9913	99618
5	497,945	415,744	632	18,336	63,233	573	67	497305	79860	288380	1668	128037
6	549,092	438,285	842	11,918	98,047	635	958	547499	85491	301802	3378	158421
Total AP1 - AP6	2,779,585	2,288,137	1,474	111,510	378,464	5,343	2,481	2,771,761	356,499	1,597,700	42,082	783,304

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. G10, a mail service for official USPS business, was not available until AP5, FY2002.

Report 3

Decile Report - Pieces, Pages and Revenue

Fiscal Year 2002 Accounting Period 1-6

CONTENTS

Values represent the upper limit of each decile

Revenue per Job	AP 1	AP 2	AP 3	AP 4	AP 5	AP 6
Decile 1	\$0.51	\$0.49	\$0.50	\$0.49	\$0.49	\$0.51
Decile 2	\$1.46	\$1.21	\$1.01	\$1.02	\$0.80	\$1.31
Decile 3	\$3.50	\$2.79	\$1.97	\$2.57	\$2.00	\$3.14
Decile 4	\$7.56	\$6.63	\$4.08	\$5.87	\$4.61	\$7.70
Decile 5	\$14.96	\$14.96	\$9.09	\$13.39	\$11.58	\$20.52
Decile 6	\$29.42	\$36.38	\$21.95	\$26.79	\$30.35	\$43.50
Decile 7	\$65.49	\$86.53	\$55.65	\$56.25	\$66.88	\$84.48
Decile 8	\$146.02	\$197.87	\$121.38	\$135.08	\$145.33	\$140.31
Decile 9	\$357.97	\$405.96	\$270.00	\$303.15	\$334.27	\$322.06
Decile 10	\$5,950.96	\$17,443.72	\$12,709.40	\$8,708.02	\$6,324.86	\$4,948.88

Pieces per Job

	AP 1	AP 2	AP 3	AP 4	AP 5	AP 6
Decile 1	1	1	1	1	1	1
Decile 2	3	3	2	2	2	3
Decile 3	11	9	6	7	5	9
Decile 4	23	19	13	16	14	23
Decile 5	46	49	25	37	34	65
Decile 6	90	105	61	78	93	122
Decile 7	183	222	150	170	200	238
Decile 8	412	511	354	370	445	445
Decile 9	961	1,209	932	943	981	990
Decile 10	11,197	32,004	52,500	19,925	15,884	15,479

(Continued)

Report 3

Decile Report - Pieces, Pages and Revenue

Fiscal Year 2002 Accounting Period 1-6

CONTENTS

(Continued)

Pages per Job

	AP 1	AP 2	AP 3	AP 4	AP 5	AP 6
Decile 1	1	1	1	1	1	2
Decile 2	4	4	3	3	2	4
Decile 3	12	9	7	9	6	10
Decile 4	26	21	13	19	17	27
Decile 5	52	53	30	41	40	72
Decile 6	99	127	69	85	102	136
Decile 7	208	282	168	186	229	275
Decile 8	448	604	400	458	496	498
Decile 9	1,085	1,389	999	1,000	1,009	1,000
Decile 10	22,820	32,004	52,500	53,919	15,884	15,479

Summary

AP 1 - 6	Revenue per Job	Pieces per Job	Pages per Job
Decile 1	\$0.50	1	1
Decile 2	\$1.07	2	3
Decile 3	\$2.57	8	9
Decile 4	\$5.83	17	20
Decile 5	\$13.72	42	47
Decile 6	\$31.27	93	102
Decile 7	\$69.03	194	230
Decile 8	\$145.33	423	488
Decile 9	\$334.05	997	1,012
Decile 10	\$17,443.72	52,500	53,919

Report 4

Transaction Summary Statistics by Day⁴ Fiscal Year 2002 Accounting Period 1 - 6 by Day

CONTENTS

Daily Transaction Summary

Date	Transactions	Pieces
9/8/2001	19	14,406
9/9/2001	6	115
9/10/2001	33	14,372
9/11/2001	32	8,558
9/12/2001	47	15,555
9/13/2001	9	11,555
9/14/2001	26	11,660
9/15/2001	1	298
9/16/2001	21	12,096
9/17/2001	28	9,501
9/18/2001	62	12,858
9/19/2001	50	17,022
9/20/2001	41	26,358
9/21/2001	41	18,301
9/22/2001	22	16,485
9/23/2001	23	8,409
9/24/2001	39	7,400
9/25/2001	49	14,753
9/26/2001	48	19,920
9/27/2001	31	22,564
9/28/2001	32	16,914
9/29/2001	11	7,350
9/30/2001	4	1,304
10/1/2001	25	11,886
10/2/2001	29	10,242

Date	Transactions	Pieces
10/3/2001	39	18,008
10/4/2001	28	9,480
10/5/2001	51	16,646
10/6/2001	17	2,755
10/7/2001	10	5,616
10/8/2001	44	13,081
10/9/2001	43	28,760
10/10/2001	44	18,360
10/11/2001	50	25,674
10/12/2001	70	23,175
10/13/2001	8	1,352
10/14/2001	11	10,559
10/15/2001	49	45,323
10/16/2001	34	8,152
10/17/2001	51	38,322
10/18/2001	43	19,269
10/19/2001	70	32,747
10/20/2001	13	3,704
10/21/2001	9	3,709
10/22/2001	10	4,789
10/23/2001	58	31,063
10/24/2001	62	16,189
10/25/2001	36	6,613
10/26/2001	38	15,774
10/27/2001	12	2,290

(Continued)

Report 4

Transaction Summary Statistics by Day⁴

Fiscal Year 2002 Accounting Period 1 - 6 by Day

CONTENTS

(Continued)

Date	Transactions	Pieces
10/28/2001	17	1,241
10/29/2001	55	51,852
10/30/2001	53	16,985
10/31/2001	74	37,426
11/1/2001	43	20,478
11/2/2001	46	39,987
11/3/2001	19	7,316
11/4/2001	14	3,046
11/5/2001	44	8,098
11/6/2001	53	16,049
11/7/2001	54	19,324
11/8/2001	61	24,084
11/9/2001	42	9,760
11/10/2001	12	8,660
11/11/2001	9	1,653
11/12/2001	43	10,969
11/13/2001	60	10,748
11/14/2001	77	18,553
11/15/2001	52	95,037
11/16/2001	73	128,746
11/17/2001	19	3,008
11/18/2001	15	3,959
11/19/2001	75	23,971
11/20/2001	51	8,605
11/21/2001	45	10,768

Date	Transactions	Pieces
11/22/2001	8	4,729
11/23/2001	12	4,208
11/24/2001	12	1,641
11/25/2001	11	1,415
11/26/2001	75	19,885
11/27/2001	37	3,446
11/28/2001	55	15,573
11/29/2001	40	12,593
11/30/2001	51	19,438
12/1/2001	15	6,973
12/2/2001	18	4,940
12/3/2001	51	12,770
12/4/2001	76	32,544
12/5/2001	49	23,051
12/6/2001	54	37,049
12/7/2001	53	23,197
12/8/2001	9	1,465
12/9/2001	15	5,020
12/10/2001	51	18,925
12/11/2001	54	20,089
12/12/2001	42	11,143
12/13/2001	41	11,074
12/14/2001	40	11,219
12/15/2001	22	8,165
12/16/2001	12	2,075

(Continued)

Report 4

Transaction Summary Statistics by Day⁴

Fiscal Year 2002 Accounting Period 1 - 6 by Day

CONTENTS

(Continued)

Date	Transactions	Pieces
12/17/2001	45	12,993
12/18/2001	54	23,876
12/19/2001	39	9,379
12/20/2001	37	6,251
12/21/2001	47	14,959
12/22/2001	17	4,668
12/23/2001	13	1,528
12/24/2001	13	2,384
12/25/2001	5	1,515
12/26/2001	49	6,767
12/27/2001	51	8,355
12/28/2001	42	35,611
12/29/2001	15	3,111
12/30/2001	16	29,148
12/31/2001	35	9,300
1/1/2002	14	4,293
1/2/2002	64	11,181
1/3/2002	66	30,210
1/4/2002	56	16,896
1/5/2002	23	10,718
1/6/2002	24	7,998
1/7/2002	71	21,171
1/8/2002	71	49,871
1/9/2002	52	15,356
1/10/2002	63	32,060

Date	Transactions	Pieces
1/11/2002	58	17,359
1/12/2002	18	12,725
1/13/2002	18	6,067
1/14/2002	67	18,899
1/15/2002	55	9,817
1/16/2002	79	28,421
1/17/2002	72	44,102
1/18/2002	55	19,437
1/19/2002	16	12,100
1/20/2002	23	1,914
1/21/2002	61	26,214
1/22/2002	9	1,804
1/23/2002	78	33,346
1/24/2002	37	8,962
1/25/2002	96	15,465
1/26/2002	18	9,208
1/27/2002	11	2,376
1/28/2002	47	15,500
1/29/2002	44	20,024
1/30/2002	91	28,090
1/31/2002	55	21,619
2/1/2002	63	16,860
2/2/2002	23	4,377
2/3/2002	34	15,554
2/4/2002	120	38,099

(Continued)

Report 4

Transaction Summary Statistics by Day⁴

Fiscal Year 2002 Accounting Period 1 - 6 by Day

CONTENTS

(Continued)

Date	Transactions	Pieces
2/5/2002	55	13,468
2/6/2002	54	16,759
2/7/2002	49	25,567
2/8/2002	77	19,799
2/9/2002	14	6,471
2/10/2002	30	5,643
2/11/2002	71	15,873
2/12/2002	61	35,144
2/13/2002	48	31,260

Date	Transactions	Pieces
2/14/2002	76	22,408
2/15/2002	76	31,518
2/16/2002	14	820
2/17/2002	13	8,509
2/18/2002	69	15,483
2/19/2002	63	40,490
2/20/2002	55	21,983
2/21/2002	88	40,308
2/22/2002	68	25,882
Total AP1 - AP6	6,849	2,779,585
Mean, Daily	41	16,545
Median, Daily	43	13,275
Range, Daily	1 - 120	115 - 128,746

⁴The figures above are gross production figures for Mailing Online. 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 2002 Accounting Period 1 - 6 and by AP Week

CONTENTS

AP Week Transaction Summary			Distinct Users		AP Transaction Summary		
AP Week	Transactions	Piece Volume	AP Week	Transactions	AP	Transactions	Piece Volume
AP1:1	172	76,221	AP1:1	93	AP1	847	354,016
AP1:2	244	96,434	AP1:2	119	AP2	1,070	525,245
AP1:3	244	106,445	AP1:3	134	AP3	1,119	495,282
AP1:4	187	74,916	AP1:4	115	AP4	1,014	358,005
AP2:1	278	117,421	AP2:1	136	AP5	1,312	497,945
AP2:2	266	155,724	AP2:2	142	AP6	1,487	549,092
AP2:3	226	81,841	AP2:3	115	Total AP1 - AP6	6,849	2,779,585
AP2:4	300	170,259	AP2:4	161	Mean, AP	1,142	463,264
AP3:1	287	87,677	AP3:1	129	Median, AP	1,095	496,614
AP3:2	326	274,366	AP3:2	144	Range, AP	847 - 1,487	354,016 - 549,092
AP3:3	225	59,248	AP3:3	112			
AP3:4	281	73,991	AP3:4	145			
AP4:1	316	140,524	AP4:1	153			
AP4:2	252	78,935	AP4:2	127			
AP4:3	256	77,698	AP4:3	123			
AP4:4	190	60,848	AP4:4	105			
AP5:1	266	104,139	AP5:1	140			
AP5:2	362	154,533	AP5:2	197			
AP5:3	364	139,468	AP5:3	185			
AP5:4	320	99,805	AP5:4	166			
AP6:1	329	113,677	AP6:1	190			
AP6:2	412	133,623	AP6:2	190			
AP6:3	376	148,317	AP6:3	199			
AP6:4	370	153,475	AP6:4	198			
Total AP1 - AP6	6,849	2,779,585	Total AP1 - AP6	3,518			
Mean, AP Week	285	115,816	Mean, AP Week	147			
Median, AP Week	280	105,292	Median, AP Week	141			
Range, AP Week	172 - 412	59,248 - 274,366	Range, AP Week	93 - 199			

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 2002 Accounting Period 1 - 6 by Day

CONTENTS

Mail Date	Mailstreams	Mailpieces	First Class	G10	Non-Profit	Standard
9/8/2001	0	0	0	N/A	0	0
9/9/2001	0	0	0	N/A	0	0
9/10/2001	46	12,173	11,998	N/A	0	175
9/11/2001	19	5,457	5,034	N/A	0	423
9/12/2001	17	12,029	12,029	N/A	0	0
9/13/2001	23	10,641	9,841	N/A	0	800
9/14/2001	30	13,183	8,932	N/A	0	4,251
9/15/2001	10	10,102	10,102	N/A	0	0
9/16/2001	0	0	0	N/A	0	0
9/17/2001	15	10,426	10,426	N/A	0	0
9/18/2001	4	6,386	478	N/A	0	5,908
9/19/2001	37	16,003	13,121	N/A	0	2,882
9/20/2001	33	14,004	13,012	N/A	0	992
9/21/2001	40	23,969	18,784	N/A	0	5,185
9/22/2001	21	22,394	19,553	N/A	1,558	1,283
9/23/2001	0	0	0	N/A	0	0
9/24/2001	24	12,795	8,638	N/A	0	4,157
9/25/2001	32	12,612	8,365	N/A	0	4,247
9/26/2001	38	10,521	2,637	N/A	4,621	3,263
9/27/2001	6	6,370	6,368	N/A	2	0
9/28/2001	39	24,139	18,138	N/A	572	5,429
9/29/2001	20	22,983	20,390	N/A	2,593	0
9/30/2001	0	0	0	N/A	0	0
10/1/2001	28	30,685	23,470	N/A	0	7,215
10/2/2001	10	3,279	3,279	N/A	0	0
10/3/2001	30	12,799	2,674	N/A	1,109	9,016

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Report 6

Summary Mailstream Statistics by Day⁶ Fiscal Year 2002 Accounting Period 1 - 6 by Day

CONTENTS

(Continued)

Mail Date	Mailstreams	Mailpieces	First Class	G10	Non-Profit	Standard
10/4/2001	16	16,578	15,750	N/A	826	2
10/5/2001	4	1,962	1,858	N/A	104	0
10/6/2001	17	3,740	3,076	N/A	209	455
10/7/2001	0	0	0	N/A	0	0
10/8/2001	34	21,885	15,735	N/A	1,436	4,714
10/9/2001	30	9,537	8,721	N/A	0	816
10/10/2001	45	23,753	21,648	N/A	169	1,936
10/11/2001	39	35,245	22,126	N/A	6,565	6,554
10/12/2001	30	16,010	11,169	N/A	872	3,969
10/13/2001	18	21,081	20,376	N/A	0	705
10/14/2001	0	0	0	N/A	0	0
10/15/2001	26	17,197	9,188	N/A	2,188	5,821
10/16/2001	32	15,829	5,803	N/A	0	10,026
10/17/2001	31	42,240	41,479	N/A	0	761
10/18/2001	22	27,793	12,918	N/A	0	14,875
10/19/2001	46	29,248	14,273	N/A	13,008	1,967
10/20/2001	18	22,745	21,087	N/A	0	1,658
10/21/2001	0	0	0	N/A	0	0
10/22/2001	18	15,030	11,326	N/A	55	3,649
10/23/2001	19	7,210	3,712	N/A	0	3,498
10/24/2001	35	31,630	28,235	N/A	0	3,395
10/25/2001	23	11,170	10,402	N/A	9	759
10/26/2001	58	15,760	12,311	N/A	565	2,884
10/27/2001	20	13,395	10,115	N/A	0	3,280
10/28/2001	0	0	0	N/A	0	0
10/29/2001	15	4,516	3,896	N/A	0	620

(Continued)

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Summary Mailstream Statistics by Day⁶

Fiscal Year 2002 Accounting Period 1 - 6 by Day

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(Continued)

Mail Date	Mailstreams	Mailpieces	First Class	G10	Non-Profit	Standard
10/30/2001	38	10,198	8,929	N/A	821	448
10/31/2001	40	44,748	37,953	N/A	2,188	4,607
11/1/2001	44	34,113	25,435	N/A	7,672	1,006
11/2/2001	40	13,239	9,379	N/A	152	3,708
11/3/2001	37	38,232	37,494	N/A	0	738
11/4/2001	0	0	0	N/A	0	0
11/5/2001	26	21,494	17,824	N/A	3,283	387
11/6/2001	43	21,397	16,792	N/A	1,109	3,496
11/7/2001	37	4,234	3,886	N/A	180	168
11/8/2001	30	20,098	20,089	N/A	0	9
11/9/2001	39	23,430	16,839	N/A	833	5,758
11/10/2001	17	13,144	11,796	N/A	2	1,346
11/11/2001	0	0	0	N/A	0	0
11/12/2001	0	0	0	N/A	0	0
11/13/2001	20	2,922	2,563	N/A	0	359
11/14/2001	56	24,565	20,108	N/A	1,903	2,554
11/15/2001	33	15,831	11,994	N/A	0	3,837
11/16/2001	46	87,828	86,823	N/A	0	1,005
11/17/2001	39	123,493	120,380	N/A	549	2,564
11/18/2001	0	0	0	N/A	0	0
11/19/2001	34	18,826	10,952	N/A	0	7,874
11/20/2001	28	13,347	6,895	N/A	3,497	2,955
11/21/2001	34	20,615	18,399	N/A	0	2,216
11/22/2001	0	0	0	N/A	0	0
11/23/2001	29	6,505	4,419	N/A	0	2,086
11/24/2001	26	13,258	7,919	N/A	4,344	995

(Continued)

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Summary Mailstream Statistics by Day⁶ **Fiscal Year 2002 Accounting Period 1 - 6 by Day**

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(Continued)

Mail Date	Mailstreams	Mailpieces	First Class	G10	Non-Profit	Standard
11/25/2001	0	0	0	N/A	0	0
11/26/2001	8	3,618	3,618	N/A	0	0
11/27/2001	52	12,771	11,970	N/A	567	234
11/28/2001	17	10,889	9,335	N/A	0	1,554
11/29/2001	31	13,552	9,162	N/A	2,076	2,314
11/30/2001	53	12,411	7,519	N/A	2	4,890
12/1/2001	23	13,262	7,092	N/A	4,843	1,327
12/2/2001	0	0	0	N/A	0	0
12/3/2001	35	7,583	7,473	N/A	0	110
12/4/2001	37	18,329	13,945	N/A	4,321	63
12/5/2001	49	19,572	18,463	N/A	105	1,004
12/6/2001	30	35,033	35,028	N/A	0	5
12/7/2001	42	12,894	11,815	N/A	78	1,001
12/8/2001	36	47,763	45,846	N/A	0	1,917
12/9/2001	0	0	0	N/A	0	0
12/10/2001	13	2,284	1,289	N/A	0	995
12/11/2001	37	19,156	16,536	N/A	0	2,620
12/12/2001	34	16,328	13,830	N/A	0	2,498
12/13/2001	43	19,495	16,666	N/A	0	2,829
12/14/2001	38	15,264	13,882	N/A	0	1,382
12/15/2001	17	6,817	5,452	N/A	0	1,365
12/16/2001	0	0	0	N/A	0	0
12/17/2001	27	11,688	10,689	N/A	0	999
12/18/2001	31	5,684	3,313	N/A	0	2,371
12/19/2001	24	23,422	22,455	N/A	576	391
12/20/2001	28	9,038	7,999	N/A	0	1,039

(Continued)

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Summary Mailstream Statistics by Day⁶ Fiscal Year 2002 Accounting Period 1 - 6 by Day

CONTENTS

(Continued)

Mail Date	Mailstreams	Mailpieces	First Class	G10	Non-Profit	Standard
12/21/2001	25	6,787	3,196	N/A	428	3,163
12/22/2001	32	8,177	7,662	N/A	78	417
12/23/2001	0	0	0	N/A	0	0
12/24/2001	26	9,731	8,771	N/A	0	960
12/25/2001	0	0	0	N/A	0	0
12/26/2001	33	3,159	1,440	N/A	1,651	68
12/27/2001	40	9,104	6,490	N/A	1,586	1,028
12/28/2001	28	6,976	6,748	N/A	228	0
12/29/2001	40	28,277	25,732	N/A	1,706	839
12/30/2001	0	0	0	0	0	0
12/31/2001	24	12,540	11,504	0	0	1,036
1/1/2002	0	0	0	0	0	0
1/2/2002	36	34,344	31,058	0	1,592	1,694
1/3/2002	50	21,909	20,705	0	0	1,204
1/4/2002	48	23,720	18,941	0	886	3,893
1/5/2002	35	22,929	21,083	0	842	1,004
1/6/2002	0	0	0	0	0	0
1/7/2002	28	12,431	12,431	0	0	0
1/8/2002	54	19,974	16,333	0	529	3,112
1/9/2002	44	43,173	32,530	1	0	10,642
1/10/2002	37	25,783	20,988	0	1,568	3,227
1/11/2002	55	11,820	8,791	18	2,533	478
1/12/2002	33	27,842	27,206	0	470	166
1/13/2002	0	0	0	0	0	0
1/14/2002	45	17,726	13,031	0	48	4,647
1/15/2002	39	15,136	14,203	0	733	200

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Summary Mailstream Statistics by Day⁶

Fiscal Year 2002 Accounting Period 1 - 6 by Day

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(Continued)

Mail Date	Mailstreams	Mailpieces	First Class	G10	Non-Profit	Standard
1/16/2002	30	7,376	4,275	0	28	3,073
1/17/2002	46	17,591	12,332	8	0	5,251
1/18/2002	74	60,923	55,822	1	4	5,096
1/19/2002	31	20,572	19,030	0	0	1,542
1/20/2002	0	0	0	0	0	0
1/21/2002	23	10,903	10,799	0	0	104
1/22/2002	39	17,733	16,201	0	26	1,506
1/23/2002	44	22,445	21,934	0	0	511
1/24/2002	44	13,270	10,833	1	303	2,133
1/25/2002	62	18,827	6,530	183	8,313	3,801
1/26/2002	31	12,565	11,894	191	458	22
1/27/2002	0	0	0	0	0	0
1/28/2002	30	16,944	11,947	222	0	4,775
1/29/2002	43	8,367	7,366	0	0	1,001
1/30/2002	40	16,797	9,371	0	0	7,426
1/31/2002	46	24,875	21,416	0	62	3,397
2/1/2002	59	27,518	24,271	0	207	3,040
2/2/2002	29	6,339	3,514	0	0	2,825
2/3/2002	0	0	0	0	0	0
2/4/2002	34	10,386	9,905	0	108	373
2/5/2002	55	25,909	24,330	0	0	1,579
2/6/2002	42	15,711	13,740	0	938	1,033
2/7/2002	56	21,596	20,412	0	149	1,035
2/8/2002	40	12,239	10,785	0	0	1,454
2/9/2002	32	22,213	16,498	0	3,115	2,600
2/10/2002	0	0	0	0	0	0

(Continued)

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Summary Mailstream Statistics by Day⁶ **Fiscal Year 2002 Accounting Period 1 - 6 by Day**

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(Continued)

Mail Date	Mailstreams	Mailpieces	First Class	G10	Non-Profit	Standard
2/11/2002	28	11,349	11,077	1	0	271
2/12/2002	47	6,690	5,690	0	0	1,000
2/13/2002	50	30,292	26,267	0	467	3,558
2/14/2002	33	25,946	18,281	0	0	7,665
2/15/2002	64	28,261	24,108	0	167	3,986
2/16/2002	49	21,677	19,693	0	129	1,855
2/17/2002	0	0	0	0	0	0
2/18/2002	35	16,021	10,501	0	1,845	3,675
2/19/2002	35	7,436	6,936	0	0	500
2/20/2002	48	35,081	10,574	0	2,172	22,335
2/21/2002	40	16,053	15,714	0	0	339
2/22/2002	64	46,000	36,117	0	36	9,847
Total AP1 - AP6	4,734	2,622,317	2,159,744	626	108,967	352,980

⁶ The piece volume totals in this report will be 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 1-6 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. Additionally, mailstreams were deleted after being initially processed. G10, a mail service for official USPS business, was not available until AP5, FY2002.

Report 7

Summary Mailstream Statistics by AP and Week - Draft⁷ Fiscal Year 2002 Accounting Period 1 - 6 and by AP Week

CONTENTS

AP Week Mailstream Statistics							AP Mailstream Statistics								
AP Week	Number of Mailstreams	Total Number of Pieces	Mean Pieces Per Mailstream	First Class	G10	Non-Profit	Standard	AP	Number of Mailstreams	Total Number of Pieces	Mean Pieces Per Mailstream	First Class	G10	Non-Profit	Standard
AP1:1	135	53,483	396	47,834	N/A	0	5,649	AP1	542	311,490	575	244,877	N/A	11,385	55,228
AP1:2	139	80,890	582	65,923	N/A	0	14,967	AP2	738	487,312	660	369,292	N/A	35,909	82,111
AP1:3	160	88,831	555	63,698	N/A	6,753	18,379	AP3	735	522,460	711	456,776	N/A	18,345	47,339
AP1:4	108	88,286	817	67,421	N/A	4,632	16,233	AP4	728	327,546	450	286,100	N/A	13,894	27,552
AP2:1	185	110,170	565	82,475	N/A	9,251	18,444	AP5	961	507,244	528	432,292	212	19,581	55,159
AP2:2	175	153,388	877	104,037	N/A	15,196	34,155	AP6	1,030	466,265	453	370,407	414	9,853	85,591
AP2:3	171	103,545	606	87,073	N/A	629	15,843	Total AP 1 - 6	4,734	2,622,317	554	2,159,744	626	108,967	352,980
AP2:4	197	120,209	610	95,707	N/A	10,833	13,669								
AP3:1	212	128,885	608	112,924	N/A	5,405	10,556								
AP3:2	172	144,290	839	133,284	N/A	1,905	9,101								
AP3:3	164	182,786	1,115	161,045	N/A	4,046	17,695								
AP3:4	187	66,499	356	49,523	N/A	6,989	9,987								
AP4:1	216	106,673	494	93,816	N/A	9,347	3,510								
AP4:2	201	120,290	598	108,049	N/A	0	12,241								
AP4:3	152	63,436	417	53,104	N/A	1,004	9,328								
AP4:4	159	37,147	234	31,131	N/A	3,543	2,473								
AP5:1	198	120,790	610	107,940	0	4,184	8,666								
AP5:2	253	136,110	538	112,156	19	5,472	18,463								
AP5:3	267	146,594	549	126,869	9	1,283	18,433								
AP5:4	243	103,750	427	85,327	184	8,642	9,597								
AP6:1	249	107,066	430	86,265	413	727	19,661								
AP6:2	256	92,180	360	82,686	0	1,195	8,299								
AP6:3	254	124,751	491	101,921	1	3,749	19,080								
AP6:4	271	142,268	525	99,535	0	4,182	38,551								
Total AP 1 - 6	4,734	2,622,317	554	2,159,744	626	108,967	352,980								

⁷The piece volume totals in this report will be 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 1 - 6 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. Additionally, mailstreams were deleted after being initially processed. G10, a mail service for official USPS business, was not available until AP5, FY 2002.

Report 8

Printsite Batch Volume Log - Printsite 1⁸
Fiscal Year 2002 Accounting Period 1 - 6 by Day

CONTENTS

Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
9/8/2001	0	0	0	N/A	0	0	0	0	
9/9/2001	0	0	0	N/A	0	0	0	0	
9/10/2001	7	224	49	N/A	0	175	0	0	
9/11/2001	4	590	590	N/A	0	0	0	0	
9/12/2001	8	129	129	N/A	0	0	0	0	
9/13/2001	10	810	24	N/A	0	786	0	0	
9/14/2001	9	2,773	2,773	N/A	0	0	0	0	
9/15/2001	0	0	0	N/A	0	0	0	0	
9/16/2001	0	0	0	N/A	0	0	0	0	
9/17/2001	6	1,674	1,674	N/A	0	0	0	0	
9/18/2001	3	5,941	478	N/A	0	5,463	0	0	
9/19/2001	12	4,206	3,779	N/A	0	427	0	0	
9/20/2001	14	2,788	2,658	N/A	0	130	0	0	
9/21/2001	22	5,806	5,788	N/A	0	18	0	0	
9/22/2001	0	0	0	N/A	0	0	0	0	
9/23/2001	0	0	0	N/A	0	0	0	0	
9/24/2001	9	1,059	1,059	N/A	0	0	0	0	
9/25/2001	10	635	629	N/A	0	6	0	0	
9/26/2001	16	5,594	528	N/A	3,526	1,540	0	0	
9/27/2001	5	948	946	N/A	2	0	0	0	
9/28/2001	15	6,320	3,778	N/A	11	2,531	0	0	
9/29/2001	0	0	0	N/A	0	0	0	0	
9/30/2001	0	0	0	N/A	0	0	0	0	
10/1/2001	4	5,932	5,932	N/A	0	0	0	0	
10/2/2001	0	0	0	N/A	0	0	0	0	
10/3/2001	14	6,112	1,113	N/A	0	4,999	0	0	

(Continued)

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Printsite Batch Volume Log - Printsite 1⁸
Fiscal Year 2002 Accounting Period 1 - 6 by Day

(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
10/4/2001	7	3,598	3,596	N/A	0	2	0	0	
10/5/2001	1	1,468	1,468	N/A	0	0	0	0	
10/6/2001	17	3,740	3,076	N/A	209	455	0	0	
10/7/2001	0	0	0	N/A	0	0	0	0	
10/8/2001	0	0	0	N/A	0	0	0	0	
10/9/2001	16	902	645	N/A	0	257	0	0	
10/10/2001	19	3,937	3,755	N/A	5	177	0	0	
10/11/2001	17	6,482	5,367	N/A	884	231	0	0	
10/12/2001	16	10,724	8,321	N/A	0	2,403	0	0	
10/13/2001	0	0	0	N/A	0	0	0	0	
10/14/2001	0	0	0	N/A	0	0	0	0	
10/15/2001	9	1,352	1,319	N/A	13	20	0	0	
10/16/2001	10	410	206	N/A	0	204	0	0	
10/17/2001	7	1,343	1,045	N/A	0	298	0	0	
10/18/2001	8	3,441	2,191	N/A	0	1,250	0	0	
10/19/2001	20	8,168	3,531	N/A	3,011	1,626	0	0	
10/20/2001	0	0	0	N/A	0	0	0	0	
10/21/2001	0	0	0	N/A	0	0	0	0	
10/22/2001	6	1,924	204	N/A	0	1,720	0	0	
10/23/2001	6	1,909	1,122	N/A	0	787	0	0	
10/24/2001	9	5,796	2,696	N/A	0	3,100	0	0	
10/25/2001	8	5,818	5,065	N/A	0	753	0	0	
10/26/2001	24	5,807	3,909	N/A	2	1,896	0	0	
10/27/2001	0	0	0	N/A	0	0	0	0	
10/28/2001	0	0	0	N/A	0	0	0	0	
10/29/2001	5	984	959	N/A	0	25	0	0	

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Printsite Batch Volume Log - Printsite 1⁸

Fiscal Year 2002 Accounting Period 1 - 6 by Day

CONTENTS

(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
10/30/2001	10	1,175	1,175	N/A	0	0	0	0	
10/31/2001	12	3,386	1,605	N/A	13	1,768	0	0	
11/1/2001	14	6,068	4,885	N/A	182	1,001	0	0	
11/2/2001	8	1,792	1,687	N/A	0	105	0	0	
11/3/2001	15	9,344	8,618	N/A	0	726	0	0	
11/4/2001	0	0	0	N/A	0	0	0	0	
11/5/2001	11	5,846	5,480	N/A	0	366	0	0	
11/6/2001	15	1,385	576	N/A	2	807	0	0	
11/7/2001	10	1,195	1,014	N/A	180	1	0	0	
11/8/2001	11	1,267	1,264	N/A	0	3	0	0	
11/9/2001	16	8,777	4,390	N/A	230	4,157	0	0	
11/10/2001	1	982	982	N/A	0	0	0	0	
11/11/2001	0	0	0	N/A	0	0	0	0	
11/12/2001	0	0	0	N/A	0	0	0	0	
11/13/2001	5	934	934	N/A	0	0	0	0	
11/14/2001	20	6,034	4,099	N/A	664	1,271	0	0	
11/15/2001	9	6,345	2,542	N/A	0	3,803	0	0	
11/16/2001	14	13,912	12,912	N/A	0	1,000	0	0	
11/17/2001	16	58,823	58,538	N/A	1	284	0	0	
11/18/2001	0	0	0	N/A	0	0	0	0	
11/19/2001	12	8,236	3,022	N/A	0	5,214	0	0	
11/20/2001	6	2,226	2,226	N/A	0	0	0	0	
11/21/2001	9	8,391	6,360	N/A	0	2,031	0	0	
11/22/2001	0	0	0	N/A	0	0	0	0	
11/23/2001	10	2,475	2,414	N/A	0	61	0	0	
11/24/2001	12	3,300	2,291	N/A	14	995	0	0	

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Printsite Batch Volume Log - Printsite 1⁸

Fiscal Year 2002 Accounting Period 1 - 6 by Day

CONTENTS

(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
11/25/2001	0	0	0	N/A	0	0	0	0	
11/26/2001	4	888	888	N/A	0	0	0	0	
11/27/2001	17	4,756	4,749	N/A	2	5	0	0	
11/28/2001	7	4,286	2,713	N/A	0	1,553	0	0	
11/29/2001	9	4,514	2,439	N/A	2,075	0	1	2	Printsite 2
11/30/2001	23	6,204	5,169	N/A	2	1,033	0	0	
12/1/2001	1	1,069	0	N/A	0	1,069	0	0	
12/2/2001	0	0	0	N/A	0	0	0	0	
12/3/2001	12	2,902	2,870	N/A	0	32	2	236	Printsite 2
12/4/2001	11	2,435	2,202	N/A	229	4	0	0	
12/5/2001	19	6,359	5,327	N/A	29	1,003	0	0	
12/6/2001	9	7,851	7,851	N/A	0	0	0	0	
12/7/2001	14	2,264	1,263	N/A	0	1,001	0	0	
12/8/2001	10	1,158	1,150	N/A	0	8	0	0	
12/9/2001	0	0	0	N/A	0	0	0	0	
12/10/2001	4	1,730	735	N/A	0	995	0	0	
12/11/2001	12	4,509	3,445	N/A	0	1,064	0	0	
12/12/2001	11	8,794	7,137	N/A	0	1,657	0	0	
12/13/2001	14	7,776	6,756	N/A	0	1,020	0	0	
12/14/2001	14	8,601	7,592	N/A	0	1,009	0	0	
12/15/2001	0	0	0	N/A	0	0	0	0	
12/16/2001	0	0	0	N/A	0	0	0	0	
12/17/2001	10	4,601	3,602	N/A	0	999	0	0	
12/18/2001	10	2,216	1,128	N/A	0	1,088	0	0	
12/19/2001	6	2,251	2,251	N/A	0	0	0	0	
12/20/2001	8	2,033	1,031	N/A	0	1,002	0	0	

(Continued)

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Printsite Batch Volume Log - Printsite 1⁸

Fiscal Year 2002 Accounting Period 1 - 6 by Day

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(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
12/21/2001	5	1,900	523	N/A	0	1,377	0	0	Printsite 2
12/22/2001	13	4,582	4,352	N/A	0	230	0	0	
12/23/2001	0	0	0	N/A	0	0	0	0	
12/24/2001	8	3,570	2,610	N/A	0	960	0	0	
12/25/2001	0	0	0	N/A	0	0	0	0	
12/26/2001	8	164	162	N/A	1	1	0	0	
12/27/2001	12	4,050	3,036	N/A	1,010	4	0	0	
12/28/2001	10	2,939	2,713	N/A	226	0	0	0	
12/29/2001	9	11,573	11,562	N/A	10	1	0	0	
12/30/2001	0	0	0	0	0	0	0	0	
12/31/2001	8	4,480	3,473	0	0	1,007	0	0	
1/1/2002	0	0	0	0	0	0	0	0	
1/2/2002	9	3,694	2,171	0	0	1,523	0	0	
1/3/2002	14	3,001	1,991	0	0	1,010	0	0	
1/4/2002	9	2,603	1,468	0	0	1,135	0	0	
1/5/2002	13	11,411	10,409	0	0	1,002	0	0	
1/6/2002	0	0	0	0	0	0	0	0	
1/7/2002	8	2,762	2,762	0	0	0	1	225	
1/8/2002	10	2,562	2,562	0	0	0	0	0	
1/9/2002	15	10,969	7,164	0	0	3,805	0	0	
1/10/2002	7	2,330	2,323	0	0	7	0	0	
1/11/2002	16	4,535	4,512	0	2	21	0	0	
1/12/2002	3	2,549	2,549	0	0	0	0	0	
1/13/2002	0	0	0	0	0	0	0	0	
1/14/2002	14	9,546	9,543	0	0	3	0	0	
1/15/2002	9	4,043	4,043	0	0	0	0	0	

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Printsite Batch Volume Log - Printsite 1⁸

Fiscal Year 2002 Accounting Period 1 - 6 by Day

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(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
1/16/2002	8	2,137	2,123	0	0	14	0	0	
1/17/2002	9	5,352	1,905	0	0	3,447	0	0	
1/18/2002	16	9,202	6,178	0	0	3,024	0	0	
1/19/2002	14	5,907	4,934	0	0	973	0	0	
1/20/2002	0	0	0	0	0	0	0	0	
1/21/2002	6	329	329	0	0	0	0	0	
1/22/2002	14	13,536	13,182	0	0	354	0	0	
1/23/2002	13	10,323	10,323	0	0	0	0	0	
1/24/2002	10	3,316	1,184	0	0	2,132	4	908	Printsite 2
1/25/2002	17	4,585	1,211	0	297	3,077	3	57	Printsite 2
1/26/2002	2	5	5	0	0	0	0	0	
1/27/2002	0	0	0	0	0	0	0	0	
1/28/2002	6	4,741	4,725	0	0	16	0	0	
1/29/2002	12	1,998	1,001	0	0	997	0	0	
1/30/2002	12	1,718	445	0	0	1,273	0	0	
1/31/2002	11	1,914	847	0	0	1,067	0	0	
2/1/2002	23	12,645	10,324	0	3	2,318	0	0	
2/2/2002	0	0	0	0	0	0	0	0	
2/3/2002	0	0	0	0	0	0	0	0	
2/4/2002	10	1,623	1,621	0	2	0	0	0	
2/5/2002	15	3,249	2,098	0	0	1,151	0	0	
2/6/2002	10	2,852	1,852	0	0	1,000	0	0	
2/7/2002	15	4,900	3,895	0	0	1,005	1	42	Printsite 2
2/8/2002	19	7,718	6,272	0	0	1,446	0	0	
2/9/2002	0	0	0	0	0	0	0	0	
2/10/2002	0	0	0	0	0	0	0	0	

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Printsite Batch Volume Log - Printsite 1⁸**Fiscal Year 2002 Accounting Period 1 - 6 by Day****CONTENTS**

(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
2/11/2002	9	4,721	4,638	0	0	83	0	0	
2/12/2002	11	2,867	1,867	0	0	1,000	0	0	
2/13/2002	13	10,553	9,441	0	2	1,110	0	0	
2/14/2002	9	4,934	3,934	0	0	1,000	0	0	
2/15/2002	32	6,721	3,585	0	0	3,136	0	0	
2/16/2002	0	0	0	0	0	0	1	1	Printsite 2
2/17/2002	0	0	0	0	0	0	0	0	
2/18/2002	10	3,879	3,874	0	0	5	0	0	
2/19/2002	10	757	757	0	0	0	2	491	Printsite 2
2/20/2002	11	1,192	1,076	0	0	116	2	13	Printsite 2
2/21/2002	12	5,252	5,011	0	0	241	0	0	
2/22/2002	27	36,401	26,814	0	34	9,553	0	0	
Total AP1 - AP6	1,420	627,004	483,093	0	12,873	121,038	17	1,975	

⁸The piece volume totals in this report combined with Reports 9 and 10 will be 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 1 - 6 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. Additionally, mailstreams were deleted after being initially processed. G10, a mail service for official USPS business, was not available until AP5, FY2002.

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Printsite Batch Volume Log - Printsite 2⁹ **Fiscal Year 2002 Accounting Period 1 - 6 by Day**

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Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
9/8/2001	0	0	0	N/A	0	0	0	0	
9/9/2001	0	0	0	N/A	0	0	0	0	
9/10/2001	39	11,949	11,949	N/A	0	0	0	0	
9/11/2001	15	4,867	4,444	N/A	0	423	0	0	
9/12/2001	9	11,900	11,900	N/A	0	0	0	0	
9/13/2001	13	9,831	9,817	N/A	0	14	0	0	
9/14/2001	21	10,410	6,159	N/A	0	4,251	0	0	
9/15/2001	10	10,102	10,102	N/A	0	0	0	0	
9/16/2001	0	0	0	N/A	0	0	0	0	
9/17/2001	9	8,752	8,752	N/A	0	0	0	0	
9/18/2001	1	445	0	N/A	0	445	0	0	
9/19/2001	25	11,797	9,342	N/A	0	2,455	0	0	
9/20/2001**	19	11,216	10,354	N/A	0	862	0	0	
9/21/2001	18	18,163	12,996	N/A	0	5,167	0	0	
9/22/2001	21	22,394	19,553	N/A	1,558	1,283	0	0	
9/23/2001	0	0	0	N/A	0	0	0	0	
9/24/2001	15	11,736	7,579	N/A	0	4,157	0	0	
9/25/2001	22	11,977	7,736	N/A	0	4,241	0	0	
9/26/2001	22	4,927	2,109	N/A	1,095	1,723	0	0	
9/27/2001	1	5,422	5,422	N/A	0	0	0	0	
9/28/2001	24	17,819	14,360	N/A	561	2,898	0	0	
9/29/2001	20	22,983	20,390	N/A	2,593	0	0	0	
9/30/2001	0	0	0	N/A	0	0	0	0	
10/1/2001	24	24,753	17,538	N/A	0	7,215	0	0	
10/2/2001	10	3,279	3,279	N/A	0	0	0	0	
10/3/2001	16	6,687	1,561	N/A	1,109	4,017	0	0	

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Printsite Batch Volume Log - Printsite 2⁹ Fiscal Year 2002 Accounting Period 1 - 6 by Day

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(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
10/4/2001	9	12,980	12,154	N/A	826	0	0	0	
10/5/2001	3	494	390	N/A	104	0	0	0	
10/6/2001	0	0	0	N/A	0	0	0	0	
10/7/2001	0	0	0	N/A	0	0	0	0	
10/8/2001	34	21,885	15,735	N/A	1,436	4,714	0	0	
10/9/2001	14	8,635	8,076	N/A	0	559	0	0	
10/10/2001	26	19,816	17,893	N/A	164	1,759	0	0	
10/11/2001	22	28,763	16,759	N/A	5,681	6,323	0	0	
10/12/2001	14	5,286	2,848	N/A	872	1,566	0	0	
10/13/2001	18	21,081	20,376	N/A	0	705	0	0	
10/14/2001	0	0	0	N/A	0	0	0	0	
10/15/2001	17	15,845	7,869	N/A	2,175	5,801	0	0	
10/16/2001	22	15,419	5,597	N/A	0	9,822	0	0	
10/17/2001	24	40,897	40,434	N/A	0	463	0	0	
10/18/2001	14	24,352	10,727	N/A	0	13,625	0	0	
10/19/2001	26	21,080	10,742	N/A	9,997	341	0	0	
10/20/2001	18	22,745	21,087	N/A	0	1,658	0	0	
10/21/2001	0	0	0	N/A	0	0	0	0	
10/22/2001	12	13,106	11,122	N/A	55	1,929	0	0	
10/23/2001	13	5,301	2,590	N/A	0	2,711	0	0	
10/24/2001	22	25,593	25,299	N/A	0	294	0	0	
10/25/2001	13	5,029	5,014	N/A	9	6	0	0	
10/26/2001	26	8,824	7,813	N/A	27	984	0	0	
10/27/2001	13	11,564	8,364	N/A	0	3,200	0	0	
10/28/2001	0	0	0	N/A	0	0	0	0	
10/29/2001	8	3,039	2,444	N/A	0	595	0	0	

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Printsite Batch Volume Log - Printsite 2⁹

Fiscal Year 2002 Accounting Period 1 - 6 by Day

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(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
10/30/2001	24	8,139	6,871	N/A	821	447	0	0	
10/31/2001	21	41,005	35,991	N/A	2,175	2,839	0	0	
11/01/2001	23	12,525	5,031	N/A	7,490	4	0	0	
11/02/2001**	23	9,442	5,688	N/A	152	3,602	0	0	
11/3/2001	20	27,771	27,759	N/A	0	12	0	0	
11/4/2001	0	0	0	N/A	0	0	0	0	
11/5/2001	10	15,197	11,902	N/A	3,283	12	0	0	
11/6/2001	19	16,723	14,331	N/A	1,107	1,285	0	0	
11/7/2001	20	3,000	2,833	N/A	0	167	0	0	
11/8/2001	15	18,163	18,157	N/A	0	6	0	0	
11/9/2001	15	14,037	12,287	N/A	603	1,147	0	0	
11/10/2001	16	12,162	10,814	N/A	2	1,346	0	0	
11/11/2001	0	0	0	N/A	0	0	0	0	
11/12/2001	0	0	0	N/A	0	0	0	0	
11/13/2001	9	1,612	1,612	N/A	0	0	0	0	
11/14/2001	28	15,215	12,694	N/A	1,239	1,282	1	31	Printsite 1
11/15/2001	21	8,001	7,986	N/A	0	15	0	0	
11/16/2001	17	73,228	73,224	N/A	0	4	0	0	
11/17/2001	23	64,670	61,842	N/A	548	2,280	2	51,924	Printsite 1
11/18/2001	0	0	0	N/A	0	0	0	0	
11/19/2001	18	10,341	7,681	N/A	0	2,660	0	0	
11/20/2001	20	9,320	2,869	N/A	3,497	2,954	0	0	
11/21/2001	16	9,797	9,646	N/A	0	151	0	0	
11/22/2001	0	0	0	N/A	0	0	0	0	
11/23/2001	16	3,960	1,935	N/A	0	2,025	0	0	
11/24/2001	14	9,958	5,628	N/A	4,330	0	0	0	

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Printsite Batch Volume Log - Printsite 2⁹
Fiscal Year 2002 Accounting Period 1 - 6 by Day

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(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
11/25/2001	0	0	0	N/A	0	0	0	0	
11/26/2001	4	2,730	2,730	N/A	0	0	0	0	
11/27/2001	22	6,889	6,310	N/A	565	14	0	0	
11/28/2001	10	6,623	6,622	N/A	0	1	0	0	
11/29/2001	17	7,215	5,385	N/A	1	1,829	0	0	
11/30/2001	27	4,757	1,871	N/A	0	2,886	0	0	
12/1/2001	22	12,193	7,092	N/A	4,843	258	0	0	
12/2/2001	0	0	0	N/A	0	0	0	0	
12/3/2001	16	4,422	4,390	N/A	0	32	0	0	
12/4/2001	21	12,343	8,192	N/A	4,092	59	0	0	
12/5/2001	22	12,924	12,847	N/A	76	1	0	0	
12/6/2001	15	24,258	24,255	N/A	0	3	0	0	
12/7/2001	18	9,533	9,455	N/A	78	0	0	0	
12/8/2001	26	46,605	44,696	N/A	0	1,909	0	0	
12/9/2001	0	0	0	N/A	0	0	0	0	
12/10/2001	6	419	419	N/A	0	0	0	0	
12/11/2001	16	11,326	9,858	N/A	0	1,468	0	0	
12/12/2001	19	5,392	4,675	N/A	0	717	0	0	
12/13/2001	18	10,777	9,553	N/A	0	1,224	0	0	
12/14/2001	13	4,504	4,504	N/A	0	0	0	0	
12/15/2001	17	6,817	5,452	N/A	0	1,365	0	0	
12/16/2001	0	0	0	N/A	0	0	0	0	
12/17/2001	13	6,610	6,610	N/A	0	0	0	0	
12/18/2001	14	2,550	2,073	N/A	0	477	0	0	
12/19/2001	15	20,942	19,975	N/A	576	391	0	0	
12/20/2001	18	5,346	5,309	N/A	0	37	0	0	

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Printsite Batch Volume Log - Printsite 2⁹

Fiscal Year 2002 Accounting Period 1 - 6 by Day

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(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
12/21/2001	12	3,850	2,425	N/A	428	997	0	0	Printsite 1
12/22/2001	19	3,595	3,330	N/A	78	187	2	222	
12/23/2001	0	0	0	N/A	0	0	0	0	
12/24/2001	13	4,084	4,084	N/A	0	0	0	0	
12/25/2001	0	0	0	N/A	0	0	0	0	
12/26/2001	13	2,149	1,042	N/A	1,063	44	0	0	
12/27/2001	16	3,396	3,284	N/A	27	85	0	0	
12/28/2001**	12	2,815	2,814	N/A	1	0	0	0	
12/29/2001	21	10,170	7,972	N/A	1,676	522	0	0	
12/30/2001	0	0	0	0	0	0	0	0	
12/31/2001	8	5,126	5,097	0	0	29	0	0	
1/1/2002	0	0	0	0	0	0	0	0	
1/2/2002	18	26,854	25,768	0	1,003	83	0	0	
1/3/2002	23	16,983	16,797	0	0	186	0	0	
1/4/2002	16	14,732	11,758	0	885	2,089	0	0	
1/5/2002	21	11,509	10,665	0	842	2	0	0	
1/6/2002	0	0	0	0	0	0	0	0	
1/7/2002	13	6,792	6,792	0	0	0	0	0	
1/8/2002	28	9,620	8,275	0	4	1,341	0	0	
1/9/2002	17	20,122	18,640	1	0	1,481	0	0	
1/10/2002	18	12,128	8,493	0	1,568	2,067	0	0	
1/11/2002	24	2,314	2,267	18	6	23	0	0	
1/12/2002	20	22,334	21,720	0	465	149	0	0	
1/13/2002	0	0	0	0	0	0	0	0	
1/14/2002	18	6,448	2,102	0	48	4,298	0	0	
1/15/2002	17	5,586	5,586	0	0	0	0	0	

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Printsite Batch Volume Log - Printsite 2⁹

Fiscal Year 2002 Accounting Period 1 - 6 by Day

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Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
1/16/2002	12	3,442	1,015	0	0	2,427	0	0	Printsite 2*
1/17/2002	23	8,905	7,721	8	0	1,176	2	791	
1/18/2002	25	32,805	32,437	1	0	367	0	0	
1/19/2002	17	14,665	14,096	0	0	569	0	0	
1/20/2002	0	0	0	0	0	0	0	0	
1/21/2002	12	2,829	2,725	0	0	104	0	0	
1/22/2002	14	1,548	1,175	0	20	353	0	0	
1/23/2002	19	5,856	5,345	0	0	511	0	0	
1/24/2002	24	7,162	6,862	1	299	0	0	0	
1/25/2002	22	12,291	3,560	183	8,010	538	0	0	
1/26/2002	28	5,680	5,009	191	458	22	0	0	
1/27/2002	0	0	0	0	0	0	0	0	
1/28/2002	18	9,662	4,688	222	0	4,752	0	0	
1/29/2002	19	2,728	2,726	0	0	2	0	0	
1/30/2002	20	12,166	8,238	0	0	3,928	0	0	
1/31/2002	21	7,934	7,121	0	1	812	0	0	
2/1/2002	21	6,804	6,793	0	6	5	0	0	
2/2/2002	19	2,947	1,130	0	0	1,817	0	0	
2/3/2002	0	0	0	0	0	0	0	0	
2/4/2002	17	7,660	7,555	0	105	0	0	0	
2/5/2002	25	13,149	12,836	0	0	313	0	0	
2/6/2002	19	10,676	9,852	0	824	0	0	0	
2/7/2002	26	9,009	8,856	0	149	4	0	0	
2/8/2002	12	1,311	1,307	0	0	4	0	0	
2/9/2002	19	15,406	10,273	0	3,112	2,021	0	0	
2/10/2002	0	0	0	0	0	0	0	0	

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Printsite Batch Volume Log - Printsite 2⁹ **Fiscal Year 2002 Accounting Period 1 - 6 by Day**

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Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
2/11/2002	11	3,664	3,475	1	0	188	0	0	
2/12/2002	24	2,231	2,231	0	0	0	0	0	
2/13/2002	25	10,425	7,902	0	464	2,059	0	0	
2/14/2002	15	11,406	9,740	0	0	1,666	0	0	
2/15/2002	20	7,454	7,261	0	0	193	0	0	
2/16/2002	33	5,013	3,780	0	129	1,104	0	0	
2/17/2002	0	0	0	0	0	0	0	0	
2/18/2002	14	11,743	6,229	0	1,845	3,669	0	0	
2/19/2002	17	2,655	2,655	0	0	0	0	0	
2/20/2002	22	21,414	2,611	0	2,168	16,635	0	0	
2/21/2002	17	6,703	6,690	0	0	13	0	0	
2/22/2002	25	5,894	5,606	0	1	287	0	0	
Total AP1 - AP6	2,481	1,656,428	1,376,140	626	89,425	190,237	7	52,968	

¹⁰The piece volume totals in this report combined with Reports 8 and 10 will be 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 1 - 6 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. Additionally, mailstreams were deleted after being initially processed. G10, a mail service for official USPS business, was not available until AP5, FY2002.

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

** One mailstream was deleted on each of these days.

Report 10

Printsite Batch Volume Log - Printsite 3¹⁰

Fiscal Year 2002 Accounting Period 1 - 6 by Day

CONTENTS

Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
10/24/2001	4	241	240	N/A	0	1	0	0	
10/25/2001	2	323	323	N/A	0	0	0	0	
10/26/2001	8	1,129	589	N/A	536	4	0	0	
10/27/2001	7	1,831	1,751	N/A	0	80	0	0	
10/28/2001	0	0	0	N/A	0	0	0	0	
10/29/2001	2	493	493	N/A	0	0	0	0	
10/30/2001	4	884	883	N/A	0	1	0	0	
10/31/2001	7	357	357	N/A	0	0	0	0	
11/1/2001	7	15,520	15,519	N/A	0	1	0	0	
11/2/2001	9	2,005	2,004	N/A	0	1	0	0	Printsite 1
11/3/2001	2	1,117	1,117	N/A	0	0	0	0	
11/4/2001	0	0	0	N/A	0	0	0	0	
11/5/2001	5	451	442	N/A	0	9	0	0	
11/6/2001	9	3,289	1,885	N/A	0	1,404	1	3	
11/7/2001	7	39	39	N/A	0	0	0	0	
11/8/2001	4	668	668	N/A	0	0	0	0	
11/9/2001	8	616	162	N/A	0	454	0	0	
11/10/2001	0	0	0	N/A	0	0	0	0	
11/11/2001	0	0	0	N/A	0	0	0	0	
11/12/2001	0	0	0	N/A	0	0	0	0	Printsite 1 Printsite 1
11/13/2001	6	376	17	N/A	0	359	0	0	
11/14/2001	8	3,316	3,315	N/A	0	1	1	80	
11/15/2001	3	1,485	1,466	N/A	0	19	2	20	
11/16/2001	15	688	687	N/A	0	1	0	0	
11/17/2001	0	0	0	N/A	0	0	0	0	
11/18/2001	0	0	0	N/A	0	0	0	0	
11/19/2001	4	249	249	N/A	0	0	0	0	
11/20/2001	2	1,801	1,800	N/A	0	1	0	0	

(Continued)

Printsite Batch Volume Log - Printsite 3¹⁰ Fiscal Year 2002 Accounting Period 1 - 6 by Day

CONTENTS

(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
2/13/2002	12	9,314	8,924	0	1	389	0	0	
2/14/2002	9	9,606	4,607	0	0	4,999	0	0	
2/15/2002	12	14,086	13,262	0	167	657	0	0	
2/16/2002	16	16,664	15,913	0	0	751	2	1,170	Printsite 2
2/17/2002	0	0	0	0	0	0	0	0	
2/18/2002	11	399	398	0	0	1	0	0	
2/19/2002	8	4,024	3,524	0	0	500	3	268	Printsite 2
2/20/2002	15	12,475	6,887	0	4	5,584	0	0	
2/21/2002	11	4,098	4,013	0	0	85	0	0	
2/22/2002	12	3,705	3,697	0	1	7	0	0	
Total AP1-AP6	833	338,885	290,511	0	6,669	41,705	35	4,962	

¹⁰The piece volume totals in this report combined with Reports 8 and 9 will be 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 1 - 6 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. Additionally, mailstreams were deleted after being initially processed. Printsite 3, whose mailstream information is detailed here, opened on October 24th. No information exists before that date. G10, a mail service for official USPS business, was not available until AP5, FY2002.

New Customer Transactions¹¹
Fiscal Year 2002 Accounting Period 1 - 6

CONTENTS

AP	New Users	Unique Users	Transactions
1	180	461	847
2	215	554	1,070
3	193	530	1,119
4	175	508	1,014
5	254	688	1,312
6	250	777	1,487
Total AP1 - AP6	1,267	3,518	6,849

¹¹ **New Users** represents those users purchasing their very first job during the given AP. **Unique Users** represents those individual 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.

ICCC Help Desk Statistics¹³ **Fiscal Year 2002 Accounting Period 1 - 6**

CONTENTS

AP 1				
Registered Customers	Tickets		Tickets / Customer	
88	106		1.20	
Registered Customers Top Reasons				
Problem Type	Item Affected	Item Specifics	Percentage of Tickets	
Brightware	Brightware	N/A	16.98%	
Upload Issues	N/A	N/A	11.32%	
Document	Upload Error	Could Not Open File	5.66%	
Non-Registered Customers		Tickets		
170		170		
Non-Registered Customers Top Reasons				
Problem Type	Item Affected	Item Specifics	Percentage of Tickets	
Brightware	Brightware	N/A	57.06%	
Marketing	Product Information	Capabilities	5.88%	
Marketing	Other Inquiry	Other	4.12%	
Source of Tickets		Tickets	Percentage of Tickets	
Brightware		119	43.12%	
Email		35	12.68%	
Fax		2	0.72%	
Internal		1	0.36%	
Others		5	1.81%	
Phone		112	40.58%	
Voice Mail		2	0.72%	

AP 2				
Registered Customers	Tickets		Tickets / Customer	
93	121		1.30	
Registered Customers Top Reasons				
Problem Type	Item Affected	Item Specifics	Percentage of Tickets	
Upload Issues	N/A	N/A	14.05%	
NetPost MOL	N/A	N/A	6.61%	
Mailing list	Upload Errors	Inconsistent Delimiter Counts	4.96%	
Non-Registered Customers		Tickets		
120		120		
Non-Registered Customers Top Reasons				
Problem Type	Item Affected	Item Specifics	Percentage of Tickets	
Brightware	Brightware	N/A	29.17%	
Information	Capabilities	Document	10.00%	
NetPost MOL	N/A	N/A	9.17%	
Source of Tickets		Percentage of Tickets		
Brightware	53		21.99%	
Others	9		3.73%	
Phone	178		73.86%	
Voice Mail	1		0.41%	

(Continued)

ICCC Help Desk Statistics¹³ **Fiscal Year 2002 Accounting Period 1 - 6**

CONTENTS

(Continued)

AP 3			
Registered Customers	Tickets	Tickets / Customer	
123	219	1.78	
Registered Customers Top Reasons			
Problem Type	Item Affected	Item Specifics	Percentage of Tickets
Production Issues	Print Site Errors/ Problems	Order Processing	14.16%
Production Issues	Print Site Errors/ Problems	Expand Error	9.59%
Upload Issues	N/A	N/A	5.48%
Non-Registered Customers		Tickets	
295		295	
Non-Registered Customers Top Reasons			
Problem Type	Item Affected	Item Specifics	Percentage of Tickets
Brightware Information	Brightware Capabilities	N/A	27.46%
Information	Capabilities	Options Document	12.54%
			10.17%
Source of Tickets		Percentage of Tickets	
Brightware	277		53.89%
Others	43		8.37%
Phone	193		37.55%
Voice Mail	1		0.19%

AP 4				
Registered Customers	Tickets		Tickets / Customer	
98	154		1.57	
Registered Customers Top Reasons				
Problem Type	Item Affected	Item Specifics	Percentage of Tickets	
Document	Upload Issue/ Error	File/Page Size Exceeded	7.79%	
Mailing list	Upload Errors	Inconsistent Delimiter Counts	5.84%	
Information	Capabilities	Options	5.19%	
Non-Registered Customers		Tickets		
235		235		
Non-Registered Customers Top Reasons				
Problem Type	Item Affected	Item Specifics	Percentage of Tickets	
Information	Capabilities	Document	14.89%	
Information	Capabilities	Options	13.19%	
Information	Capabilities	Specific Uses	9.36%	
Source		Tickets		Percentage of Tickets
Brightware			259	66.58%
Others			6	1.54%
Phone			123	31.62%
Voice Mail			1	0.26%

(Continued)

ICCC Help Desk Statistics¹³

Fiscal Year 2002 Accounting Period 1 - 6
CONTENTS

(Continued)

AP 5				
Registered Customers	Tickets		Tickets / Customer	
143	252		1.76	
Registered Customers Top Reasons				
Problem Type	Item Affected	Item Specifics	Percentage of Tickets	
Production Issues	Print Site Errors/ Problems	Order Processing	6.75%	
Payment Issues	Credit Card	Rejected	6.35%	
NetPost MOL	N/A	N/A	4.76%	
Non-Registered Customers		Tickets		
337		337		
Non-Registered Customers Top Reasons				
Problem Type	Item Affected	Item Specifics	Percentage of Tickets	
Information	Capabilities	Options	13.65%	
Information	Capabilities	Specific Uses	11.57%	
Information	Capabilities	Document	10.98%	
Source of Tickets		Tickets	Percentage of Tickets	
Brightware		375	63.67%	
Others		17	2.89%	
Phone		197	33.45%	

AP 6				
Registered Customers	Tickets		Tickets / Customer	
171	295		1.71	
Registered Customers Top Reasons				
Problem Type	Item Affected	Item Specifics	Percentage of Tickets	
Order Status Issues	N/A	N/A	8.81%	
Payment Issues	Credit Card	Rejected	4.75%	
Information	General	N/A	4.07%	
Non-Registered Customers		Tickets		
649		649		
Non-Registered Customers Top Reasons				
Problem Type	Item Affected	Item Specifics	Percentage of Tickets	
Brightware	Brightware	N/A	32.36%	
Account Information	Account History	View Order Details	10.79%	
Information	Capabilities	Options	7.55%	
Source of Tickets		Tickets		Percentage of Tickets
Brightware	696		73.73%	
Mail	1		0.11%	
Others	25		2.65%	
Phone	221		23.41%	
Voice Mail	1		0.11%	

(Continued)

ICCC Help Desk Statistics¹³ **Fiscal Year 2002 Accounting Period 1 - 6**

CONTENTS

(Continued)

Totals AP1 - AP6				
Registered Customers	Tickets	Tickets / Customer		
587	1149	1.96		
Registered Customers Top Reasons				
Problem Type	Item Affected	Item Specifics	Percentage of Tickets	
Production Issues	Print Site Errors/ Problems	Order Processing	5.13%	
Upload Issues	N/A	N/A	4.96%	
Order Status Issues	N/A	N/A	4.53%	
Non-Registered Customers		Tickets		
1804		1804		
Non-Registered Customers Top Reasons				
Problem Type	Item Affected	Item Specifics	Percentage of Tickets	
Brightware Information	Brightware Capabilities	N/A Options Document	32.36%	
Information	Capabilities	Document	10.79%	
			7.55%	
Source	Tickets		Percentage of Tickets	
Brightware	1779		60.24%	
Email	35		1.19%	
Fax	2		0.07%	
Internal	1		0.03%	
Mail	1		0.03%	
Others	105		3.56%	
Phone	1024		34.68%	
Voice Mail	6		0.20%	

¹³Non-Registered Customers are all individuals who have not registered within the MCL system. Brightware is an internet e-mail response system used by ICCC.

San Mateo Help Desk Statistics¹⁴

Fiscal Year 2002 Accounting Period 1 - 6

CONTENTS

AP	Ticket #	Create Date	Closed Date	Severity	Problem Detail
1	03595584	9/12/2001	9/13/2001	1-Multiple	REHANA/ICCC ADVISED THAT SHE IS UNABLE TO GETTING A SLOW RESPONSE AFTER CLICKING THE SIGN IN BUTTON.
1	03596109	9/13/2001	9/17/2001	2-One_Site	SEE WORKLOG
1	03604156	9/15/2001	9/19/2001	1-Multiple	After logging on to MOL, user encounters "page cannot be displayed."
1	03604929	9/16/2001	9/16/2001	5-Incident	STATUS EXISTING TICKET
1	03604952	9/16/2001	9/16/2001	5-Incident	STATUS EXISTING TICKET
1	03604953	9/16/2001	9/16/2001	3-One_user	Checking on status of open ticket # 3604156
1	03604955	9/16/2001	9/16/2001	3-One_user	Ricky responded to the page and conferenced him with Gary Wetherington on status of ticket # 3604156
1	03605025	9/16/2001	9/16/2001	3-One_user	User working on the status of open ticket #03604156
1	03605093	9/16/2001	9/16/2001	3-One_user	Provided status of ticket # 3604156
1	03605096	9/16/2001	9/16/2001	3-One_user	Ricky provided who to contact for MOL problem
1	03606975	9/17/2001	9/17/2001	5-Incident	STATUS EXISTING TICKET
1	03622083	9/20/2001	9/20/2001	2-One_Site	SEE WORKLOG
2	03690497	10/11/2001	10/11/2001	3-One_user	http://www.usps.com/maillingonline/welcome.htm?adloc=sn_one_click Once user click on the "SignOn" icon, they received the following generic MOL web error: Please accept our apology, the MOL is currently unavailable , we are working quickly to resolve this problem for our value customers, please try again later, thank you for your patience.
3	03800194	11/10/2001	11/14/2001	3-One_user	MOL - Need Production User ID
3	03801167	11/12/2001	11/12/2001	3-One_user	SEE WORKLOG
3	03819313	11/16/2001	11/30/2001	3-One_user	SEE WORK LOG
3	03827793	11/20/2001	11/20/2001	3-One_user	SEE WORKLOG
3	03841835	11/25/2001	11/25/2001	1-Multiple	NO ERROR MESSAGE, JUST A BLANK PAGE.
4	03901489	12/11/2001	12/11/2001	3-One_user	MOL

(Continued)

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San Mateo Help Desk Statistics¹⁴ **Fiscal Year 2002 Accounting Period 1 - 6**

CONTENTS

(Continued)

AP	Ticket #	Create Date	Closed Date	Severity	Problem Detail
5	03972154	1/3/2002	1/17/2002	4-Minimal	For the past 8 weeks or so MOL has been experiencing is_user_valid API connection errors. A process on their end is set to run at 4am. It attempts to connect 5 times. The connection is not successful for all attempts. They are receiving the following message "ecap isuservaild call failed - 701The MOL contact person is Rajesh V. Laddha at 703.758.7026
6	04113267	2/10/2002	2/10/2002	1-Multiple	SEE WORK LOG
6	04127394	2/13/2002	2/13/2002	3-One_user	SEE WORKLOG
6	04141130	2/18/2002	2/21/2002	3-One_user	MOL - BAE needs smunix to rerout mail streams from Orlando to Chicago (MOL production console)
6	04146441	2/19/2002	2/19/2002	3-One_user	SEE WORK LOG

¹⁴Each record contains the actual help ticket contents.

Functional Equivalency Applications
Fiscal Year 2002 Accounting Period 1 - 6

CONTENTS

Applicant		Date	Result
No New Applications Filed			

Credits**Fiscal Year 2002 Accounting Period 1 - 6 and by Day****CONTENTS****By Day**

Date	Amount
10/16/2001	\$4,775.74
11/14/2001	\$5,560.53
11/20/2001	\$6,213.80
11/27/2001	\$6,213.80
12/5/2001	\$281.84
12/12/2001	\$656.37
12/14/2001	\$1,537.69
1/19/2002	\$997.99
1/28/2002	\$1,433.01
1/31/2002	\$3,061.92
2/5/2002	\$1,011.41
Total AP1 - AP6	\$31,744.10

By AP

AP	Amount
1	\$0
2	\$4,775.74
3	\$17,988.13
4	\$2,475.90
5	\$997.99
6	\$5,506.34
Total AP1 - AP6	\$31,744.10

Customer Satisfaction Indicators

Fiscal Year 2002 Accounting Period 1 - 6

CONTENTS

Reasons for Help Desk Complaint Tickets

Complaint Type	Number of tickets
Transactional system problem	796
Quality of product	302
Other technical problems	166
Payment problem	10
Quality of production	2
Inquiry	2
Registration	2
Total calls AP1 - AP6	1,280

Reasons for Transactional System Complaint Tickets

Complaint type	Number of tickets
Upload Issues and Errors	482
N/A	128
Document	29
List Management	29
Errors on Submit	25
Options	22
Mailing List	15
Field Mapping	15
Payment Process	7
Viewing Issues	7
Return Address	6
Upload Lists	6
Upload Document	5
View uploaded document	5
Price Calculation	3
Order processing	3
Price confirmation/submit	3
Map list	2
Incompatible map list/doc merge	2
Assemble Order	1
Select order options	1
Total calls AP1 - AP6	796

Reasons for Help Desk Inquiry Tickets

Inquiry Type	Number of tickets
Information	846
NetPost MOL	105
Order Status Issues	83
Marketing	54
ICCC DB Interface	7
Order Status	5
Total calls AP1 - AP6	1,100

Reasons for Information Inquiry Tickets

Inquiry Type	Number of tickets
Capabilities	640
Pricing	138
General	33
FAQs	24
Minimum User Requirements	5
Updates	3
Terms/Conditions	1
Sample Kits	1
Quality	1
Total calls AP1 - AP6	846

ICCC Tickets Summary

Call Type	Number of tickets
Complaint	1,280
Inquiry	1,100
Total calls AP1 - AP6	2,380

Additional Customer Service Indicators

Indicator	Value
Average jobs per user	4.1
Average revenue per user	\$597.72
Average revenue per job	\$144.52
Average pages per job	475
Average pieces per job	406

Services Costs¹⁸**Fiscal Year 2002 Accounting Period 1 - 6****CONTENTS****Total Services Costs**

Category	AP1	AP2	AP3	AP4	AP5	AP6
MOL-Specific Costs						
<i>Accenture</i>	\$0	\$38,647	\$0	\$0	\$0	\$0
<i>First Logic</i>	\$0	\$0	\$40,000	\$12,798	\$5,120	\$0
<i>GRS Associates of Virginia, Inc.</i>	\$0	\$0	\$12,845	\$51,110	\$0	\$0
<i>PWC Consulting</i>	\$67,253	\$74,669	\$49,051	\$35,184	\$43,358	\$33,625
Total MOL-Specific Costs	\$67,253	\$113,316	\$101,896	\$99,092	\$48,478	\$33,625
Shared Costs						
<i>Accenture</i>	\$0	\$0	\$0	\$0	\$0	\$0
<i>First Logic</i>	\$0	\$0	\$0	\$0	\$0	\$0
<i>GRS Associates of Virginia, Inc.</i>	\$0	\$0	\$0	\$0	\$0	\$0
<i>PWC Consulting</i>	\$0	\$0	\$0	\$0	\$0	\$0
Total Shared Costs	\$0	\$0	\$0	\$0	\$0	\$0

Total Shared Costs for AP 1 - 6	Total MOL-Specific Costs for AP 1 - 6
\$0	\$463,660

Administrative Management and Maintenance Costs¹⁹

Fiscal Year 2002 Accounting Period 1 - 6

CONTENTS

Total Administrative Management and Maintenance Costs

Category	AP1	AP2	AP3	AP4	AP5	AP6
MOL-Specific Costs						
<i>System Support and Maintenance</i>	\$298,497	\$266,930	\$272,279	\$241,605	\$290,566	\$296,648
Total MOL-Specific Costs	\$298,497	\$266,930	\$272,279	\$241,605	\$290,566	\$296,648
Shared Costs						
<i>System Support and Maintenance</i>	\$0	\$0	\$0	\$0	\$0	\$0
Total Shared Costs	\$0	\$0	\$0	\$0	\$0	\$0
Total Shared Costs for AP 1 - 6				Total MOL-Specific Costs for AP 1 - 6		
\$0				\$1,666,525		

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 2002 Accounting Period 1 - 6

CONTENTS

Total ICCC Help Desk Costs

Category	AP1	AP2	AP3	AP4	AP5	AP6
MOL-Specific Costs						
Operations	\$0	\$0	\$0	\$0	\$0	\$0
Personnel	\$23,945	\$29,759	\$27,469	\$23,298	\$29,668	\$27,078
Hardware	\$0	\$0	\$0	\$0	\$0	\$0
Software	\$0	\$0	\$0	\$0	\$0	\$0
Total MOL-Specific Costs	\$23,945	\$29,759	\$27,469	\$23,298	\$29,668	\$27,078
Shared Costs						
Operations	\$288	\$489	\$319	\$199	\$318	\$448
Personnel	\$0	\$0	\$0	\$0	\$0	\$0
Hardware	\$0	\$0	\$0	\$0	\$0	\$0
Software	\$0	\$0	\$0	\$0	\$0	\$0
Total Shared Costs	\$288	\$489	\$319	\$199	\$318	\$448

Total Shared Costs for AP 1 - 6	Total MOL-Specific Costs for AP 1 - 6
\$2,062	\$161,217

Hardware and Software Costs
Fiscal Year 2002 Accounting Period 1 - 6

CONTENTS

Total Hardware and Software Costs

Category	AP1	AP2	AP3	AP4	AP5	AP6
MOL-Specific Costs						
Hardware	\$0	\$0	\$1,002	\$0	\$0	\$0
Software	\$0	\$0	\$0	\$0	\$0	\$0
Total MOL-Specific Costs	\$0	\$0	\$1,002	\$0	\$0	\$0
Shared Costs						
Hardware	\$0	\$0	\$0	\$0	\$0	\$0
Software	\$0	\$0	\$0	\$0	\$0	\$0
Total Shared Costs	\$0	\$0	\$0	\$0	\$0	\$0

Total Shared Costs for AP 1 - 6	Total MOL-Specific Costs for AP 1 - 6
\$0	\$1,002

Bank Card Service Charges²²
Fiscal Year 2002 Accounting Period 1 - 6

CONTENTS

Total Bankcard Service Charges

Category	AP1	AP2	AP3	AP4	AP5	AP6
MOL-Specific Costs						
Bank Card Service Charges	\$1,070	\$1,151	\$814	\$986	\$862	\$1,053
Total MOL-Specific Costs	\$1,070	\$1,151	\$814	\$986	\$862	\$1,053
Shared Costs						
Bank Card Service Charges	\$0	\$0	\$0	\$0	\$0	\$0
Total Shared Costs	\$0	\$0	\$0	\$0	\$0	\$0

Total Shared Costs for AP 1 - 6	Total MOL-Specific Costs for AP 1 - 6
\$0	\$5,935

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 2002 Accounting Period 1 - 6

CONTENTS

Total Telecommunications and Networking Costs

Category	AP1	AP2	AP3	AP4	AP5	AP6
MOL-Specific Costs						
<i>T1 Line to the Printsites</i>	\$8,440	\$8,440	\$8,440	\$8,440	\$8,440	\$8,440
Total MOL-Specific Costs	\$8,440	\$8,440	\$8,440	\$8,440	\$8,440	\$8,440
Shared Costs						
<i>T1 Line to the Print site</i>	\$0	\$0	\$0	\$0	\$0	\$0
Total Shared Costs	\$0	\$0	\$0	\$0	\$0	\$0

Total Shared Costs for AP 1 - 6	Total MOL-Specific Costs for AP 1 - 6
\$0	\$50,640

System Development and Implementation Costs

Fiscal Year 2002 Accounting Period 1 - 6

CONTENTS

Total System Development and Implementation Costs

Category	AP1	AP2	AP3	AP4	AP5	AP6
MOL-Specific Costs						
<i>MOL System Development Labor</i>	\$50,306	\$36,098	\$50,554	\$36,325	\$6,446	\$0
Total MOL-Specific Costs	\$50,306	\$36,098	\$50,554	\$36,325	\$6,446	\$0
Shared Costs						
<i>MOL System Development Labor</i>	\$0	\$0	\$0	\$0	\$0	\$0
Total Shared Costs	\$0	\$0	\$0	\$0	\$0	\$0

Total Shared Costs for AP 1 - 6	Total MOL-Specific Costs for AP 1 - 6
\$0	\$179,730

Print Site Costs **Fiscal Year 2002 Accounting Period 1 - 6**

CONTENTS

Total Print Site Costs

Category	AP1	AP2	AP3	AP4	AP5	AP6
MOL-Specific Costs						
<i>Print Site Costs</i>	\$42,241	\$9,028	\$73,564	\$53,184	\$10,596	\$38,654
Total MOL-Specific Costs	\$42,241	\$9,028	\$73,564	\$53,184	\$10,596	\$38,654
Shared Costs						
<i>Print Site Costs</i>	\$0	\$0	\$0	\$0	\$0	\$0
Total Shared Costs	\$0	\$0	\$0	\$0	\$0	\$0

Total Shared Costs for AP 1 - 6	Total MOL-Specific Costs for AP 1 - 6
\$0	\$227,267

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Personnel Costs²⁶

Fiscal Year 2001 Accounting Period 1 - 6

CONTENTS

Total Personnel Costs

Category	AP1	AP2	AP3	AP4	AP5	AP6
MOL-Specific Costs						
Salaries and Benefits	\$0	\$0	\$0	\$0	\$0	\$0
Travel	\$0	\$0	\$0	\$0	\$0	\$0
Training	\$0	\$0	\$0	\$0	\$0	\$0
Total MOL-Specific Costs	\$0	\$0	\$0	\$0	\$0	\$0
Shared Costs						
Salaries and Benefits	\$47,039	\$46,003	\$41,954	\$41,561	\$39,828	\$35,323
Travel	\$1,558	\$4,876	\$3,983	\$3,445	\$1,840	\$0
Training	\$0	\$0	\$0	\$0	\$0	\$0
Total Shared Costs	\$48,597	\$49,879	\$45,937	\$45,006	\$41,668	\$35,323
Total Shared Costs for AP 1 - 6				Total MOL-Specific Costs for AP 1 - 6		
\$266,410				\$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 2002 Accounting Period 1 - 6

CONTENTS

Total Marketing Costs

Category	AP1	AP2	AP3	AP4	AP5	AP6
MOL-Specific Costs						
<i>Mass Production</i>	\$0	\$0	\$0	\$0	\$0	\$0
<i>Targeted Production</i>	\$0	\$0	\$0	\$0	\$0	\$0
<i>Retail Production</i>	\$0	\$0	\$0	\$0	\$0	\$0
<i>Mass Media</i>	\$0	\$0	\$0	\$0	\$0	\$0
<i>Sales Production</i>	\$0	\$0	\$0	\$0	\$0	\$0
Total MOL-Specific Costs	\$0	\$0	\$0	\$0	\$0	\$0
Shared Costs						
<i>Mass Production</i>	\$0	\$0	\$0	\$0	\$0	\$0
<i>Targeted Production</i>	\$0	\$0	\$0	\$0	\$0	\$0
<i>Retail Production</i>	\$0	\$0	\$0	\$0	\$0	\$0
<i>Mass Media</i>	\$0	\$0	\$0	\$0	\$0	\$0
<i>Sales Production</i>	\$0	\$0	\$0	\$0	\$0	\$0
Total Shared Costs	\$0	\$0	\$0	\$0	\$0	\$0

Total Shared Costs for AP 1 - 6	Total MOL-Specific Costs for AP 1 - 6
\$0	\$0

Information Systems Support Personnel Costs²⁸

Fiscal Year 2002 Accounting Period 1 - 6

CONTENTS

Total Personnel Costs

Category	AP1	AP2	AP3	AP4	AP5	AP6
MOL-Specific Costs						
San Mateo CSB - Personnel	\$6,343	\$6,343	\$6,343	\$6,343	\$6,343	\$6,343
San Mateo CSB - Supplies	\$253	\$253	\$253	\$253	\$253	\$253
Total MOL Specific Costs	\$6,597	\$6,597	\$6,597	\$6,597	\$6,597	\$6,597
Shared Costs						
San Mateo CSB - Personnel	\$0	\$0	\$0	\$0	\$0	\$0
San Mateo CSB - Supplies	\$0	\$0	\$0	\$0	\$0	\$0
Total Shared Costs	\$0	\$0	\$0	\$0	\$0	\$0

Total Shared Costs for AP 1 - 6	Total MOL-Specific Costs for AP 1 - 6
\$0	\$39,580

²⁸"Personnel logs" are no longer used to identify these costs as was the case during the Market Test. Instead \$38,060.00 was charged by COSC for support and \$1,520 was charged for supplies during AP1-6. This amount is distributed evenly across the six APs of the report.

