

Quarterly Performance for Special Services

Overview

In FY13 Quarter 2, service performance was measured for the following Special Services: Delivery Services (which is a composite of Delivery Confirmation™, Signature Confirmation™, Certified Mail™, Electronic Return Receipt, Registered Mail™, and Collect on Delivery), Post Office™ Box Service, Confirm®, Address Correction Service, Insurance Claims, Money Order Inquiry, and Address List Services. Customers' service expectations vary based on the Special Service; therefore no single service performance methodology is used for all products.

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

Post Office™ Box Service is measured by comparing the availability of mail delivered to a P.O. Box™ section to the posted "uptime", the time of day when customers can expect to collect the mail from their P.O. Box™.

For Confirm®, the elapsed time from a mail piece scan on mail processing equipment to when the data are available to customers is compared against the service standard. Results for Confirm® were reported for FY13 Q1 but will no longer be reported because Confirm® is no longer a product.

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

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

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

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

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

Performance Highlights

For the Special Services measured only at the national level, service performance in FY13 Quarter 2 was 100.0 percent on time for Address List Services. For Money Order Inquiries, 99.2 percent were handled within the service standard. Performance for Insurance Claims Processing was 85.1 percent on time, and Address Correction was 100.0 percent on time.

For Delivery Information Services, 95.0 percent of the information was delivered on time in FY13 Quarter 2, a decrease of 2.5 from the same period last year. Northland had the highest score at 98.1 percent on time. There were 19 districts with performance of 97.0 percent or higher in FY13 Quarter 2. National Post Office Box service performance decreased by 2.1 when compared to the same period last year, at 90.9. Greater Indiana and Arkansas had the highest score at 97.9 percent on time.

Quarterly Performance for National Special Services

Mailpieces Delivered Between 01/01/2013 and 03/31/2013

| | Confirm® | Address Correction | Insurance Claims Processing | Address List Services | Money Order Inquiry |
|-------------------------|-----------------|--------------------|-----------------------------|-----------------------|---------------------|
| | Percent On Time | Percent On Time | Percent On Time | Percent On Time | Percent On Time |
| Nation FY2013 Q2 | NR | 100.0 | 85.1 | 100.0 | 99.2 |
| Nation FY2012 Q2 (SPLY) | 99.9 | 100.0 | 84.9 | 87.5 | 99.2 |
| Nation FY2009 Annual | 98.9 | 97.0 | 77.9 | 100.0 | 97.1 |
| Nation FY2010 Annual | 99.6 | 99.4 | 84.0 | 100.0 | 95.4 |
| Nation FY2011 Annual | 99.7 | 91.6 | 87.3 | 88.9 | 97.2 |
| Nation FY2012 Annual | 98.8 | 99.4 | 85.2 | 83.3 | 99.2 |
| Nation FY2013 Q1 | 99.7 | 100.0 | 85.4 | 100.0 | 99.4 |
| FY2013 Annual Target | 90.0 | 90.0 | 90.0 | 90.0 | 90.0 |

Service Measurement results presented by IBM Corporation

