United States Postal Service®

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

Overview

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

The processing of Single-Piece First-Class Mail® International flats and parcels -- during either outbound transit from domestic origin to designated International Service Centers (ISC) or inbound transit from designated ISC to the domestic delivery address -- is the same as for domestic Single-Piece First-Class Mail® flats and parcels. The USPS® service standards are also the same. Accordingly, the performance for domestic Single-Piece First-Class Mail® flats (using the data from EXFC) and performance for domestic Single-Piece parcels (as measured End-To-End on parcels for which customers have purchased USPS Tracking™) serve as proxies for the service performance of outbound and inbound Single-Piece First-Class Mail® International flats and inbound Single-Piece First-Class Mail® International parcels. On January 27, 2013, outbound Single-Piece First-Class Mail® International parcels became a competitive product and are no longer included in the score calculation.

The following service performance results combine the results for letter performance from IMMS with the proxy data to measure service performance for all inbound and outbound Single-Piece First-Class Mail® International. Since not all postal administrative districts have sufficient international volumes for statistically representative reporting, the Postal Service™ reports international quarterly service performance at a postal administrative area level.

Performance Highlights

The national Single-Piece First-Class Mail® International Inbound/Outbound Combined performance was 88.6 percent on time in FY14 Q3, 1.9 points lower compared to the same period last year. Nationally, there was 99.1 percent of mail delivered within the service standard plus three days. Capital Metro Area had the highest inbound/outbound combined performance in FY14 Q3, with 91.1 percent on time. Capital Metro Area also posted the highest performance among the seven areas for inbound, at 90.8 percent on time. Northeast Area had the highest outbound performance this quarter, with 95.8 percent on time in FY14 Q3. All areas had at least 99.0 percent of mail delivered within the service standard plus three days for inbound/outbound combined in FY14 Q3.

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Quarter III
FY2014

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Mailpieces Delivered Between 04/01/2014 and 06/30/2014

Area	Inbound			Outbound			Inbound/Outbound		
	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days	Percent Within +1-Day	Percent Within +2-Days	Percent Within +3-Days
Capital Metro	97.3	98.9	99.5	96.7	98.1	98.9	97.1	98.6	99.3
Eastern	96.3	98.1	98.9	97.3	98.6	99.3	96.7	98.3	99.1
Great Lakes	95.2	97.9	98.9	95.9	98.6	99.4	95.4	98.0	99.0
Northeast	95.8	98.4	99.1	98.5	99.3	99.6	96.2	98.5	99.2
Pacific	96.3	98.5	99.1	94.0	97.3	98.3	95.9	98.3	99.0
Southern	95.5	98.3	99.1	97.1	98.6	99.3	96.0	98.4	99.2
Western	96.0	98.6	99.4	95.0	97.4	98.2	95.7	98.2	99.0
Nation FY2014 Q3	**96.1**	**98.4**	**99.2**	**96.5**	**98.3**	**99.0**	**96.3**	**98.4**	**99.1**
Nation FY2013 Q3 (SPLY)	**96.6**	**98.5**	**99.2**	**97.8**	**98.8**	**99.4**	**97.1**	**98.6**	**99.3**
Nation FY2009 Annual	**96.2**	**98.5**	**99.2**	**97.1**	**98.7**	**99.4**	**96.7**	**98.6**	**99.3**
Nation FY2010 Annual	**96.9**	**98.6**	**99.3**	**95.7**	**97.8**	**98.8**	**96.3**	**98.2**	**99.0**
Nation FY2011 Annual	**96.7**	**98.7**	**99.4**	**97.3**	**98.8**	**99.4**	**97.0**	**98.7**	**99.4**
Nation FY2012 Annual	**97.3**	**98.9**	**99.5**	**97.4**	**98.8**	**99.4**	**97.4**	**98.8**	**99.4**
Nation FY2013 Annual	**96.4**	**98.5**	**99.3**	**95.4**	**97.7**	**98.8**	**96.0**	**98.2**	**99.1**
Nation FY2014 Q1	**94.0**	**97.4**	**98.6**	**92.3**	**96.6**	**98.5**	**93.4**	**97.1**	**98.6**
Nation FY2014 Q2	**93.4**	**97.3**	**98.7**	**94.6**	**97.2**	**98.5**	**93.9**	**97.2**	**98.7**