

United States Postal Service®

Quarterly Performance for Special Services

Quarter IV
FY2014

Overview

In FY14 Quarter 4, service performance was measured for the following Special Services: Delivery Services (which is a composite of USPS Tracking™, Signature Confirmation™, Certified Mail™, Electronic Return Receipt, Registered Mail™, and Collect on Delivery), Post Office™ Box Service, 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.

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.

As of FY13 Quarter 2, Confirm® was retired and is no longer measured.

Performance Highlights

For the Special Services measured only at the national level, service performance in FY14 Quarter 4 was 98.5 percent on time for Money Order Inquiries, 100.0 percent on time for Address List Services, 92.5 percent on time for Insurance Claims, and 100.0 percent on time for Address Correction Service.

For Delivery Information Services, 97.2 percent of the information was delivered on time in FY14 Quarter 4, an increase of 1.5 points from the same period last year. Greater Michigan had the highest score at 98.4 percent on time. There were eleven districts at or above 98.0 percent on time in FY14 Quarter 4, and 39 districts at or above 97.0 percent on time. National Post Office™ Box service improved 1.1 points when compared to the same period last year, reaching 92.4 percent on time. Arkansas ranked highest among all Performance Clusters with a score of 98.4 percent on time.

Delivery Information Services improved to 97.0, an increase of 0.7 points over FY13. The FY14 score for Post Office™ Box Service declined 0.7 points from FY13, reaching 90.2 percent on time.

The national FY14 annual scores for all Special Services, with the exception of Address List Service, exceeded the target of 90.0.

Quarterly Performance for National Special Services

Mailpieces Delivered Between 07/01/2014 and 09/30/2014

	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 FY2014 Q4	NR	100.0	92.5	100.0	98.5
Nation FY2013 Q4 (SPLY)	NR	100.0	85.4	N/A	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 Annual	99.7	100.0	83.3	100.0	99.2
Nation FY2014 Annual	NR	100.0	90.6	33.3	98.3
Nation FY2014 Q1	NR	100.0	92.9	0.0	97.6
Nation FY2014 Q2	NR	100.0	90.2	100.0	98.7
Nation FY2014 Q3	NR	100.0	87.1	N/A	98.4
FY2014 Annual Target	90.0	90.0	90.0	90.0	90.0

Service Measurement results presented by IBM Corporation

