

## 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 a third-party vendor. 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 an external sampling system modeled after and closely integrated with the External First-Class Mail® (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, U.S. Postal Service® reports international quarterly service performance at a postal administrative area level.

Service performance measurement was suspended for mail originating from or destined to Caribbean District in FY 2018 Quarter 1 and FY 2018 Quarter 2 due to the devastating impacts of Hurricanes Irma and Maria. Measurement resumed in FY 2018 Quarter 3.

### **Performance Highlights**

The national Single-Piece First-Class Mail International® Inbound/Outbound Combined performance was 88.1 percent on time in FY 2018 Quarter 4, a decrease of 1.3 points from the same period last year. Nationally, there was 98.8 percent of mail delivered within the service standard plus three days for Inbound/Outbound Combined.

In FY 2018 Quarter 4, Eastern Area had the highest Inbound/Outbound Combined performance, with 90.0 percent on time. Eastern Area had the highest performance among the seven areas for inbound, at 90.4 percent on time. Northeast Area had the highest outbound performance this quarter, with 91.1 percent on time in FY 2018 Quarter 4. All areas had at least 98.5 percent of mail delivered within the service standard plus three days for Inbound/Outbound combined.

In FY 2018 annual national Inbound performance declined by 2.0 points compared to FY 2017, Outbound performance declined by 3.1 points, and Inbound/Outbound Combined performance declined by 2.3 points.

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Mailpieces Delivered Between 07/01/2018 and 09/30/2018

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	94.8	97.6	98.7	95.8	98.1	98.7	95.1	97.7	98.7
Eastern	95.8	98.0	99.0	95.6	97.7	98.9	95.8	97.9	98.9
Great Lakes	94.8	97.6	98.7	93.4	96.7	97.8	94.6	97.5	98.5
Northeast	94.8	97.6	98.9	97.1	98.5	99.0	95.0	97.7	98.9
Pacific	95.2	97.8	99.0	95.2	97.1	98.2	95.2	97.7	98.9
Southern	94.4	97.4	98.5	95.4	97.5	98.5	94.6	97.4	98.5
Western	94.4	97.5	98.8	95.6	98.2	98.9	94.7	97.7	98.8
<b>Nation FY2018 Q4</b>	<b>95.1</b>	<b>97.7</b>	<b>98.9</b>	<b>95.7</b>	<b>97.8</b>	<b>98.7</b>	<b>95.3</b>	<b>97.8</b>	<b>98.8</b>
<b>Nation FY2017 Q4 (SPLY)</b>	<b>95.9</b>	<b>98.2</b>	<b>99.1</b>	<b>96.3</b>	<b>98.1</b>	<b>98.7</b>	<b>96.0</b>	<b>98.2</b>	<b>99.0</b>
<b>Nation FY2009 Annual</b>	<b>96.2</b>	<b>98.5</b>	<b>99.2</b>	<b>97.1</b>	<b>98.7</b>	<b>99.4</b>	<b>96.7</b>	<b>98.6</b>	<b>99.3</b>
<b>Nation FY2010 Annual</b>	<b>96.9</b>	<b>98.6</b>	<b>99.3</b>	<b>95.7</b>	<b>97.8</b>	<b>98.8</b>	<b>96.3</b>	<b>98.2</b>	<b>99.0</b>
<b>Nation FY2011 Annual</b>	<b>96.7</b>	<b>98.7</b>	<b>99.4</b>	<b>97.3</b>	<b>98.8</b>	<b>99.4</b>	<b>97.0</b>	<b>98.7</b>	<b>99.4</b>
<b>Nation FY2012 Annual</b>	<b>97.3</b>	<b>98.9</b>	<b>99.5</b>	<b>97.4</b>	<b>98.8</b>	<b>99.4</b>	<b>97.4</b>	<b>98.8</b>	<b>99.4</b>
<b>Nation FY2013 Annual</b>	<b>96.4</b>	<b>98.5</b>	<b>99.3</b>	<b>95.4</b>	<b>97.7</b>	<b>98.8</b>	<b>96.0</b>	<b>98.2</b>	<b>99.1</b>
<b>Nation FY2014 Annual</b>	<b>94.9</b>	<b>97.9</b>	<b>99.0</b>	<b>95.3</b>	<b>97.7</b>	<b>98.8</b>	<b>95.1</b>	<b>97.8</b>	<b>98.9</b>
<b>Nation FY2015 Annual</b>	<b>91.3</b>	<b>96.2</b>	<b>98.2</b>	<b>95.0</b>	<b>97.6</b>	<b>98.7</b>	<b>92.7</b>	<b>96.8</b>	<b>98.4</b>
<b>Nation FY2016 Annual</b>	<b>93.3</b>	<b>97.1</b>	<b>98.6</b>	<b>94.1</b>	<b>97.0</b>	<b>98.3</b>	<b>93.6</b>	<b>97.1</b>	<b>98.5</b>
<b>Nation FY2017 Annual</b>	<b>94.8</b>	<b>97.7</b>	<b>98.9</b>	<b>94.4</b>	<b>97.0</b>	<b>98.2</b>	<b>94.7</b>	<b>97.5</b>	<b>98.7</b>
<b>Nation FY2018 Annual</b>	<b>92.7</b>	<b>96.4</b>	<b>98.1</b>	<b>93.9</b>	<b>97.0</b>	<b>98.3</b>	<b>93.0</b>	<b>96.5</b>	<b>98.2</b>
<b>Nation FY2018 Q1</b>	<b>91.0</b>	<b>95.4</b>	<b>97.7</b>	<b>93.1</b>	<b>96.8</b>	<b>98.2</b>	<b>91.5</b>	<b>95.8</b>	<b>97.8</b>
<b>Nation FY2018 Q2</b>	<b>90.9</b>	<b>95.3</b>	<b>97.6</b>	<b>90.8</b>	<b>95.5</b>	<b>97.5</b>	<b>90.9</b>	<b>95.3</b>	<b>97.6</b>
<b>Nation FY2018 Q3</b>	<b>94.6</b>	<b>97.4</b>	<b>98.7</b>	<b>96.1</b>	<b>98.0</b>	<b>99.0</b>	<b>95.0</b>	<b>97.6</b>	<b>98.7</b>