

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

Single-Piece First-Class Mail International® Inbound and Outbound service performance is measured via the USPS internal service performance measurement system. The service performance measurement system combines scanning of mailpieces by postal personnel at randomly selected collection and delivery points with in-process machine scans for all eligible mail to estimate total transit time for the mail. The total transit for outbound mail is comprised of two legs: collection to initial automated processing, known as First Mile; initial processing to final automated processing, known as Processing Duration. The final processing event for outbound pieces occurs once pieces are sorted and ready to leave the designated international processing center in the United States. Similarly, the total transit for inbound mail is comprised of two legs: initial processing upon arrival at the USPS® international processing center to final automated processing, known as Processing Duration; and final processing to delivery, known as Last Mile. Inbound flats are measured by proxy using the First Mile & Processing Duration performance of domestic flats. The estimated transit-time is compared against Single-Piece First-Class Mail® service standards to determine the percent of mail delivered on time. The service performance of inbound Single-Piece First-Class Mail International® parcels is measured by the USPS®, and represents the census data of all inbound parcels processed by the USPS®. On January 27, 2013, outbound Single-Piece First-Class Mail International® parcels became a competitive product and these data are no longer included in the measurement. Starting in FY2020 Quarter 2, inbound Single-Piece First-Class Mail International® parcels became a competitive product and these data are no longer included in the measurement.

Since not all postal administrative districts have sufficient international volumes for statistically representative reporting, the U.S. 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 60.2 percent on time in FY 2021 Quarter 2. Inbound performance was 68.5 percent on time and Outbound performance was 50.4 percent on time in FY 2021 Quarter 2. Nationally, there was 88.2 percent of mail delivered within the service standard plus three days for Inbound/Outbound Combined.

In FY 2021 Quarter 2, Pacific Area had the highest Inbound/Outbound Combined performance, with 72.3 percent on time. Pacific Area had the highest performance among the seven areas for inbound, at 78.9 percent on time. Southern Area had the highest outbound performance, with 54.1 percent on time in FY 2021 Quarter 2. All areas had at least 78.8 percent of mail delivered within the service standard plus three days for Inbound/Outbound combined.

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Service Variance**

Mailpieces Delivered Between 01/01/2021 and 03/31/2021

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	66.6	77.1	82.7	57.6	68.9	75.5	61.8	72.7	78.8
Eastern	72.8	80.2	84.6	63.9	73.5	79.0	68.1	76.6	81.7
Great Lakes	80.4	87.2	90.7	55.6	68.1	76.1	76.7	84.3	88.5
Northeast	88.8	93.7	96.0	69.3	78.2	83.2	76.7	84.0	88.0
Pacific	90.9	95.0	96.6	69.8	79.4	84.4	85.5	90.9	93.4
Southern	80.1	87.6	91.6	71.9	80.8	85.1	77.0	85.0	89.1
Western	87.0	92.8	95.1	69.6	78.8	84.1	77.9	85.5	89.3
Nation FY2021 Q2	84.3	90.2	93.1	67.9	77.2	82.5	76.7	84.2	88.2
Nation FY2020 Q2 (SPLY)	88.8	94.1	96.7	88.5	93.1	95.5	88.7	93.6	96.1
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	96.7	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 Annual	94.9	97.9	99.0	95.3	97.7	98.8	95.1	97.8	98.9
Nation FY2015 Annual	91.3	96.2	98.2	95.0	97.6	98.7	92.7	96.8	98.4
Nation FY2016 Annual	93.3	97.1	98.6	94.1	97.0	98.3	93.6	97.1	98.5
Nation FY2017 Annual	94.8	97.7	98.9	94.4	97.0	98.2	94.7	97.5	98.7
Nation FY2018 Annual	92.7	96.4	98.1	93.9	97.0	98.3	93.0	96.5	98.2
Nation FY2019 Annual	83.5	91.6	95.4	91.7	95.5	97.2	85.8	92.7	95.9
Nation FY2020 Annual	84.1	91.1	94.6	87.4	92.9	95.5	85.6	91.9	95.0
Nation FY2021 Q1	84.8	91.7	94.8	69.4	79.0	84.8	76.6	85.0	89.4