

United States Postal Service®

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

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 81.7 percent on time in FY2023 Quarter 4. Inbound performance was 80.0 percent on time and Outbound performance was 83.1 percent on time in FY2023 Quarter 4. Nationally, there was 96.6 percent of mail delivered within the service standard plus three days for Inbound/Outbound Combined.

In FY2023 Quarter 4, Westpac Area had the highest Inbound/Outbound Combined performance, with 88.7 percent on time. Westpac Area had the highest Inbound performance among the four areas at 83.4 percent on time and Westpac Area had the highest Outbound performance at 93.0 percent on time, in FY2023 Quarter 4. All areas had at least 95.5 percent of mail delivered within the service standard plus three days for Inbound/Outbound combined.

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Mailpieces Delivered Between 07/01/2023 and 09/30/2023

Area	Inbound	Outbound	Inbound/Outbound
	Percent On Time	Percent On Time	Percent On Time
Atlantic	81.2	82.2	81.7
Central	79.5	77.6	78.5
Southern	75.7	79.9	78.0
Westpac	83.4	93.0	88.7
Nation FY2023 Q4	80.0	83.1	81.7
Nation FY2022 Q4 (SPLY)			
	88.3	83.4	84.2
Nation FY2009 Annual	87.8	91.7	89.7
Nation FY2010 Annual	89.3	89.6	89.4
Nation FY2011 Annual	88.7	91.9	90.2
Nation FY2012 Annual	90.5	91.5	91.1
Nation FY2013 Annual	88.0	88.9	88.3
Nation FY2014 Annual	85.2	87.8	86.2
Nation FY2015 Annual	75.6	85.3	79.4
Nation FY2016 Annual	81.4	86.2	83.2
Nation FY2017 Annual	85.5	85.9	85.6
Nation FY2018 Annual	83.5	82.8	83.3
Nation FY2019 Annual	64.8	79.7	68.9
Nation FY2020 Annual	66.2	72.0	68.8
Nation FY2021 Annual	73.8	58.0	66.1
Nation FY2022 Annual	81.2	77.5	79.2
Nation FY2023 Annual	82.1	80.8	81.7
Nation FY2023 Q1	81.9	75.3	77.9
Nation FY2023 Q2	82.8	82.6	82.6
Nation FY2023 Q3	83.8	87.8	86.1
FY2023 Annual Target			
	91.99	91.99	91.99