Quarterly Performance for National Special Services

Overview

In FY2026 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, Insurance, 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 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. 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.

Performance Highlights

For Special Services measured only at the national level, service performance in FY2026 Quarter 4 was 100.0 percent on time for Money Order Inquiries, 93.6 percent on time for Insurance Claims, and 100.0 percent on time for Address Correction.

For Delivery Information Services, 99.9 percent of the information was delivered on time in FY2026 Quarter 4, which is 0.1 points higher when compared to the same period last year. 36 districts had the highest performance among all districts with a score of 100.0 percent on time. All 50 districts met or exceeded the performance target of 97.50 percent on time.

For Post Office® Box Service, national performance was 85.8 percent on time in FY2026 Quarter 4, which is 1.4 points lower when compared to the same period last year. There were 17 districts which met or exceeded the performance target of 87.0 percent on time. Ar-Ok ranked highest among all districts with a score of 92.1 percent on time.

United States Postal Service®

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Services Performed Between 07/01/2026 and 09/30/2026

	Address Correction	Insurance Claims Processing	Address List Services	Money Order Inquiry
	Percent On Time	Percent On Time	Percent On Time	Percent On Time
Nation FY2026 Q4	100.0	93.6	N/A	100.0
Nation FY2025 Q4 (SPLY)	100.0	92.9	N/A	100.0
Nation FY2009 Annual	97.0	77.9	100.0	97.1
Nation FY2010 Annual	99.4	84.0	100.0	95.4
Nation FY2011 Annual	91.6	87.3	88.9	97.2
Nation FY2012 Annual	100.0	85.2	83.3	99.2
Nation FY2013 Annual	100.0	83.3	100.0	99.2
Nation FY2014 Annual	100.0	90.6	33.3	98.3
Nation FY2015 Annual	100.0	96.4	100.0	99.3
Nation FY2016 Annual	100.0	96.9	N/A	99.2
Nation FY2017 Annual	100.0	98.7	N/A	99.1
Nation FY2018 Annual	100.0	95.9	N/A	99.3
Nation FY2019 Annual	100.0	91.4	N/A	99.4
Nation FY2020 Annual	100.0	84.1	N/A	93.1
Nation FY2021 Annual	100.0	75.6	N/A	96.2
Nation FY2022 Annual	100.0	86.9	N/A	99.9
Nation FY2023 Annual	100.0	88.2	N/A	99.9
Nation FY2024 Annual	100.0	86.6	N/A	100.0
Nation FY2025 Annual	100.0	93.4	N/A	100.0
Nation FY2026 Annual	100.0	94.1	N/A	100.0
Nation FY2026 Q1	100.0	94.9	N/A	100.0
Nation FY2026 Q2	100.0	94.8	N/A	100.0
Nation FY2026 Q3	100.0	93.0	N/A	100.0
FY2026 Annual Target	99.90	80.00	N/A	99.90