

LIBRARY REFERENCE USPS-LR-L-134  
DOCKET NO. R2006-1

Transit Time Measurement System,  
Materials Responsive to Interrogatory DPB/USPS-18

## PREFACE

Library Reference USPS-LR-L-134, *Transit Time Measurement System, Materials Responsive to Interrogatory DPB/USPS-18*, a Category 4 library reference, consists of materials requested in this docket regarding library reference USPS-LR-K-127/R2005-1, *Transit-Time Measurement System Statement of Work, Provided in Response to DFC/USPS-26*. Confidential information, such as point to point volumes, piece specific or facility specific data, and information that might help an individual identify test pieces have been redacted. Generally, such redactions are within pages; but where an entire page or Appendix is redacted, a placeholding page has been inserted to state the fact of redaction.

This library reference contains materials responsive to parts (b) and (c) of interrogatory DPB/USPS-18. Responsive to the former is the current statement of work for the Transit Time Measurement System. Responsive to the latter are the attachments, denominated Appendices, to the former statement of work for the same system filed in Docket No. R2005-1 as USPS-LR-K-127.

The respective Appendices include:

- I. Destination and Entry Points of Test Mail (EXFC)
- II. Description of First-Class Mail Piece Types (EXFC)
- III. Layout of EXFC Daily/Weekly Data File  
EXFC Mail Piece File Layout
- IV. Layouts for Corporate Database (EXFC)  
File Layout for Management Database (EXFC)
- V. Layouts for Corporate Database: Year-to-Date (EXFC)
- VI. Layout of PETE Weekly Data File
- VII. Collection Box Label
- VIII. Mail Piece File Layout: Quarterly (PETE)  
Layouts for Corporate Database (PETE)
- IX. Distribution of Priority Mail Packages
- X. Quarterly Estimation Formulas
- XI. Destination and Entry Points of Test Mail (PETE)
- XII. Customer Guide to CONFIRM Using PLANET Codes
- XIII. Failed Mail Piece Diagnostic Report
- XIV. Customized City/Performance Cluster Report

## DESTINATION AND ENTRY POINTS OF TEST MAIL

Listed below are Performance Cluster names and three-digit ZIP Code(s) that represent each Performance Cluster, grouped by Area. Estimates of service performance for First-Class Mail® (EXFC) are required, for each of the Performance Clusters and Areas defined below, which constitute the overnight, 2-day, and 3-day service standard areas.

## NEW YORK METRO AREA

CARIBBEAN	009
CENTRAL N JERSEY	077, 078, 079, 085, 086, 088, 089
LONG ISLAND	115, 117, 118, 119
NEW YORK	100, 104
NORTHERN N JERSEY	070, 071, 072, 073, 074, 075, 076
TRIBORO	110, 112, 113, 114, 116
WESTCHESTER	105, 106, 107, 108, 109, 125

## NORTHEAST AREA

ALBANY	120, 121, 122, 123, 128, 130, 131, 132, 135, 139
BOSTON	021, 024
CONNECTICUT	060, 061, 062, 064, 069
MAINE	040, 041, 043, 044, 045, 048
MIDDLESEX-CNTRL	015, 016, 017, 018, 019
NEW HAMPSHIRE	030, 031, 032, 033, 034, 038
SE NEW ENGLAND	020, 023, 027, 028, 029
SPRINGFIELD	010, 011, 012, 013, 050, 054
WESTERN NEW YORK	140, 141, 142, 143, 144, 145, 146

## ALLEGHENY AREA

AKRON	436, 442, 443, 445, 447, 449
CINCINNATI	410, 450, 451, 452, 454, 458, 470
CLEVELAND	440, 441
COLUMBUS	430, 431, 432, 433
ERIE	159, 161, 164, 165, 166
HARRISBURG	170, 171, 172, 178, 180, 185, 187
LANCASTER	176, 189, 193, 194, 196
PHILADELPHIA	190, 191
PITTSBURGH	150, 151, 152, 153, 154, 156
SOUTH JERSEY	080, 081, 082, 083, 084, 197, 198

## MIDATLANTIC AREA

APPALACHIAN	240, 250, 251, 252, 253, 263, 264, 265
GREATER S CAROLINA	290, 291, 292, 293, 294, 295, 296
GREENSBORO	270, 271, 272, 273, 274, 275, 276, 277, 278, 286
KENTUCKIANA	400, 401, 402, 405, 406, 471, 477
MID-CAROLINAS	280, 281, 282, 283, 288, 297
RICHMOND	224, 225, 230, 231, 232, 233, 234, 235, 238

APPENDIX I

PACIFIC AREA

HONOLULU 967, 968  
 LONG BEACH 902, 903, 904, 905, 906, 907, 908  
 LOS ANGELES 900  
 OAKLAND 945, 946, 947, 948  
 SACRAMENTO 952, 956, 957, 958  
 SAN DIEGO 919, 920, 921, 924  
 SAN FRANCISCO 940, 941, 943, 944, 949  
 SAN JOSE 933, 937, 939, 950, 951  
 SANTA ANA 917, 918, 926, 927, 928  
 VAN NUYS 911, 913, 914, 915, 916, 930, 931

WESTERN AREA

ALASKA 995, 996  
 ALBUQUERQUE 870, 871  
 ARIZONA 850, 852, 853, 855, 856, 857  
 BIG SKY 590, 591, 598  
 COLORADO/WYOMING 800, 801, 802, 803, 809, 820  
 LAS VEGAS 890, 891, 895  
 PORTLAND 970, 971, 972, 973, 974, 986  
 SALT LAKE CITY 840, 841, 844  
 SEATTLE 980, 981, 982, 984, 985  
 SPOKANE 835, 837, 838, 990, 991, 992, 994

SOUTHWEST AREA

ARKANSAS 720, 721, 722, 723, 727  
 DALLAS 750, 751, 752, 754, 757  
 FORT WORTH 760, 761, 762, 764, 791, 794  
 HOUSTON 770, 772, 773, 774  
 LOUISIANA 700, 701, 705, 708, 711  
 OKLAHOMA 730, 731, 740, 741, 743  
 RIO GRANDE 765, 767, 780, 781, 782, 784, 786, 787, 788, 789, 797, 799

SOUTHEAST AREA

ALABAMA 350, 351, 352, 358, 361, 366  
 ATLANTA 300, 301, 302, 303  
 CENTRAL FLORIDA 327, 328, 329, 334  
 MISSISSIPPI 386, 390, 391, 392, 395  
 NORTH FLORIDA 320, 321, 322, 323, 325, 326  
 SOUTH FLORIDA 330, 331, 332, 333  
 SOUTH GEORGIA 309, 310, 312, 314, 319  
 SUNCOAST 335, 336, 337, 338, 339, 341, 342, 346  
 TENNESSEE 370, 371, 372, 374, 379, 380, 381

APPENDIX I

MIDWEST AREA

CENTRAL PLAINS 515, 516, 666, 670, 671, 672, 680, 681, 685  
LAKELAND 530, 531, 532, 535, 537, 543, 544, 549  
DAKOTAS 570, 571, 573, 581  
GATEWAY 620, 622, 630, 631, 633, 652  
HAWKEYE 500, 501, 502, 503, 507, 511, 520, 524, 612  
MID-AMERICA 640, 641, 658, 661, 662  
NORTHLAND 540, 546, 550, 551, 553, 554, 559, 563

GREAT LAKES AREA

CENTRAL ILLINOIS 604, 605, 616, 617, 618, 627  
CHICAGO 606, 607  
DETROIT 481, 482, 492  
GREATER INDIANA 460, 461, 462, 463, 464, 466, 468, 469, 473, 478, 479  
GREATER MICHIGAN 486, 488, 489, 490, 493, 494, 495  
NORTHERN ILLINOIS 600, 601, 602, 603, 611  
ROYAL OAK 480, 483, 484, 485

CAPITAL METRO AREA

BALTIMORE 210, 211, 212, 214, 217, 219  
CAPITAL 200, 206, 207, 208, 209  
NORTHERN VIRGINIA 201, 220, 221, 222, 223

Appendix II, *Description of First-Class Mail Piece Types (EXVC)*, has been redacted in its entirety (aside from the title) to minimize the potential for a person to identify test pieces.

## Layout of EXFC Daily/Weekly Data File

Variable Description	Start	Length	Format	Comments
Induction Date	1	6	Date	mmddyy
Receipt Date	7	6	Date	mmddyy
Delivery Days	13	2	Number	
Origin Three-Digit ZIP Code	15	3	Character	
Destination Three-Digit ZIP Code	18	3	Character	
PO Box Indicator	21	1	Character	'B'=Boxholder 'N'=Non-Boxholder
Service Standard	22	1	Character	
Kit	23	3	Character	
Bundle ID	26	7	Character	
Zero Bundle Indicator	33	1	Character	'P' – Preliminary, 'V' – Verified, or null
Number of Pieces On-Time	34	2	Character	
Number of Pieces Late	36	2	Character	
Box ID	38	10	Character	
Drop Date	48	6	Date	mmddyy
Drop Time	54	4	Character	
Volume	58	10	Number	

## EXFC MAILPIECE FILE LAYOUT

APPENDIX III

FOR FY: 2001 QUARTER: 2

<u>Item</u>	<u>Format</u>	<u>Length</u>	<u>Columns</u>
Mailpiece identification number	X(8)	8	1 - 8
Actual induction date	MMDDYY	6	9 - 14
Scheduled induction date	MMDDYY	6	15 - 20
Date mailpiece received	MMDDYY	6	21 - 26
Number of days to deliver	X(2)	2	27 - 28
Origin three-digit ZIP	X(3)	3	29 - 31
Destination three-digit ZIP	X(3)	3	32 - 34
Origin city code	X(3)	3	35 - 37
Destination city code	X(3)	3	38 - 40
Study	X(1)	1	41
Kit	X(3)	3	42 - 44
Reporter type (business or household)	X(1)	1	45
Service commitment (Based on receipt date)	X(1)	1	46
Service commitment (At end of quarter)	X(1)	1	47
Weight (7 digits, decimal point, 4 digits) (Based on receipt date)	X(12)	12	48 - 59
Box Holder Flag (B or Null)	X(1)	1	60
Weight (7 digits, decimal point, 4 digits) (At end of quarter)	X(12)	12	61 - 72
Filler column	X(1)	1	73
Bundle number	X(7)	7	74 - 80

## LAYOUT FOR CORPORATE DATABASE

FISCAL YEAR 2001, POSTAL QUARTER 3

FILENAME: CZ\_MAT.013

## FILE LAYOUT FOR SERVICE STANDARD-TO-PC MATRIX DATA

<u>Item</u>	<u>Format</u>	<u>Length</u>	<u>Columns</u>
Service Standard Area	X(18)	18	1 - 18
Geographic Area	X(23)	23	20 - 42
Indicia	X(7)	7	45 - 51
Destination Percent On Time (3 digits, decimal point, 2 digits)	X(6)	6	53 - 58
Destination +/- Range for Percent On Time (2 digits, decimal point, 2 digits)	X(5)	5	60 - 64
Destination Average Delivery Days (2 digits, decimal point, 2 digits)	X(5)	5	66 - 70
Destination +/- Range for Average Delivery Days (2 digits, decimal Point, 2 digits)	X(5)	5	72 - 76
Origin Percent On Time (3 digits, decimal point, 2 digits)	X(6)	6	79 - 84
Origin +/- Range for Percent On Time (2 digits, decimal point, 2 digits)	X(5)	5	87 - 91
Origin Average Delivery Days (2 digits, decimal point, 2 digits)	X(5)	5	95 - 99
Origin +/- Range for Average Delivery Days (2 digits, decimal Point, 2 digits)	X(5)	5	102 - 106
O/D Percent On Time (3 digits, decimal point, 2 digits)	X(6)	6	109 - 114
O/D +/- Range for Percent On Time (2 digits, decimal point, 2 digits)	X(5)	5	117 - 121

Includes Mid-Atlantic Area subdivisions for DC-Metro and Mid-Atl EX DC-Metro

## LAYOUT FOR CORPORATE DATABASE

FISCAL YEAR 2001, POSTAL QUARTER 3

FILENAME: CZ\_PROF.013

## FILE LAYOUT FOR SERVICE STANDARD-TO-PC PROFILE DATA

<u>Item</u>	<u>Format</u>	<u>Length</u>	<u>Columns</u>
Geographic Area	X(23)	23	1 - 23
Service Standard Area	X(1)	1	25
Indicia	X(7)	7	27 - 33
Percentage of Mail Delivered <u>To</u> the Geographical Area Within: (3 digits, decimal point, 2 digits)			
One Day	X(6)	6	35 - 40
Two Days		6	42 - 47
Three Days	X(6)	6	48 - 54
Four Days	X(6)	6	56 - 61
Five Days	X(6)	6	63 - 68

Percentage of Mail Delivered From  
the Geographical Area Within:  
(3 digits, decimal point,  
2 digits)

One Day	X(6)	6	70 - 75
Two Days	X(6)	6	77 - 82
Three Days	X(6)	6	84 - 89
Four Days	X(6)	6	91 - 96
Five Days	X(6)	6	98 - 103

Includes Mid-Atlantic Area subdivisions for DC-Metro and Mid-Atl EX DC-Metro

## FILE LAYOUT FOR MANAGEMENT DATABASE

FISCAL YEAR 2001, POSTAL QUARTER 3

FILENAME: MGMT.013

<u>Item</u>	<u>Format</u>	<u>Length</u>	<u>Columns</u>
Destination	X(23)	23	1-23
Overnight Percent On Time (3 digits, decimal point, 2 digits)			
PQ 3 FY 00	X(6)	6	24-29
PQ 4 FY 00	X(6)	6	32-37
PQ 1 FY 01	X(6)	6	40-45
PQ 2 FY 01	X(6)	6	48-53
PQ 3 FY 01	X(6)	6	56-61
Two Day Percent On Time (3 digits, decimal point, 2 digits)			
PQ 3 FY 00	X(6)	6	64-69
PQ 4 FY 00	X(6)	6	72-77
PQ 1 FY 01	X(6)	6	80-85
PQ 2 FY 01	X(6)	6	88-93
PQ 3 FY 01	X(6)	6	96-101
Three Day Percent On Time (3 digits, decimal point, 2 digits)			
PQ 3 FY 00	X(6)	6	104-109
PQ 4 FY 00	X(6)	6	112-117
PQ 1 FY 01	X(6)	6	120-125
PQ 2 FY 01	X(6)	6	128-133
PQ 3 FY 01	X(6)	6	136-141
Overnight +/- Range (2 digits, decimal point, 2 digits)			
PQ 3 FY 00	X(5)	5	144-148
PQ 4 FY 00	X(5)	5	151-155
PQ 1 FY 01	X(5)	5	158-162
PQ 2 FY 01	X(5)	5	165-169
PQ 3 FY 01	X(5)	5	172-176
Two Day +/- Range (2 digits, decimal point, 2 digits)			
PQ 3 FY 00	X(5)	5	179-183
PQ 4 FY 00	X(5)	5	186-190
PQ 1 FY 01	X(5)	5	193-197
PQ 2 FY 01	X(5)	5	200-204
PQ 3 FY 01	X(5)	5	207-211

<u>Item</u>	<u>Format</u>	<u>Length</u>	<u>Columns</u>
Three Day +/- Range (2 digits, decimal point, 2 digits)			
PQ 3 FY 00	X(5)	5	214-218
PQ 4 FY 00	X(5)	5	221-225
PQ 1 FY 01	X(5)	5	228-232
PQ 2 FY 01	X(5)	5	235-239
PQ 3 FY 01	X(5)	5	242-246

Two/Three-Day Composite Percent On Time  
(3 digits, decimal point, 2 digits)

PQ 3 FY 00	X(6)	6	249-254
PQ 4 FY 00	X(6)	6	257-262
PQ 1 FY 01	X(6)	6	265-270
PQ 2 FY 01	X(6)	6	273-278
PQ 3 FY 01	X(6)	6	281-286

Two/Three-Day Composite +/- Range  
(2 digits, decimal point, 2 digits)

PQ 3 FY 00	X(5)	5	289-293
PQ 4 FY 00	X(5)	5	296-300
PQ 1 FY 01	X(5)	5	303-307
PQ 2 FY 01	X(5)	5	310-314
PQ 3 FY 01	X(5)	5	317-321

## LAYOUT FOR CORPORATE DATABASE

FISCAL YEAR 2001, POSTAL QUARTER 3 YEAR-TO-DATE

FILENAME: CZMAT01.YT3

## FILE LAYOUT FOR SERVICE STANDARD-TO-PC MATRIX DATA

<u>Item</u>	<u>Format</u>	<u>Length</u>	<u>Columns</u>
Service Standard Area	X(18)	18	1 - 18
Geographic Area	X(23)	23	20 - 42
Indicia	X(7)	7	45 - 51
Destination Percent On Time (3 digits, decimal point, 2 digits)	X(6)	6	53 - 58
Destination +/- Range for Percent On Time (2 digits, decimal point, 2 digits)	X(5)	5	60 - 64
Destination Average Delivery Days (2 digits, decimal point, 2 digits)	X(5)	5	66 - 70
Destination +/- Range for Average Delivery Days (2 digits, decimal point, 2 digits)	X(5)	5	72 - 76
Origin Percent On Time (3 digits, decimal point, 2 digits)	X(6)	6	79 - 84
Origin +/- Range for Percent On Time (2 digits, decimal point, 2 digits)	X(5)	5	87 - 91
Origin Average Delivery Days (2 digits, decimal point, 2 digits)	X(5)	5	95 - 99
Origin +/- Range for Average Delivery Days (2 digits, decimal point, 2 digits)	X(5)	5	102 - 106
O/D Percent On Time (3 digits, decimal point, 2 digits)	X(6)	6	109 - 114
O/D +/- Range for Percent On Time (2 digits, decimal point, 2 digits)	X(5)	5	117 - 121

Includes Mid-Atlantic Area subdivisions for DC-Metro and Mid-Atl EX DC-Metro

## LAYOUT FOR CORPORATE DATABASE

FISCAL YEAR 2001, POSTAL QUARTER 3 YEAR-TO-DATE

FILENAME: CZPROF01.YT3

## FILE LAYOUT FOR SERVICE STANDARD-TO-PC PROFILE DATA

<u>Item</u>	<u>Format</u>	<u>Length</u>	<u>Columns</u>
Geographic Area	X(23)	23	1 - 23
Service Standard Area	X(1)	1	25
Indicia	X(7)	7	27 - 33
<b>Percentage of Mail Delivered To the Geographical Area Within: (3 digits, decimal point, 2 digits)</b>			
One Day	X(6)	6	35 - 40
Two Days	X(6)	6	42 - 47
Three Days	X(6)	6	49 - 54
Four Days	X(6)	6	56 - 61
Five Days	X(6)	6	63 - 68
<b>Percentage of Mail Delivered From the Geographical Area Within: (3 digits, decimal point, 2 digits)</b>			
One Day	X(6)	6	70 - 75
Two Days	X(6)	6	77 - 82
Three Days	X(6)	6	84 - 89
Four Days	X(6)	6	91 - 96
Five Days	X(6)	6	98 - 103

Includes Mid-Atlantic Area subdivisions for DC-Metro and Mid-Atl EX DC-Metro

## Layout of PETE Weekly Data File

Variable Description	Start	Length	Format	Comments
Induction Date	1	6	Date	mmddyy
Receipt Date	7	6	Date	mmddyy
Delivery Days	13	2	Number	
Origin Three-Digit ZIP Code	15	3	Character	
Destination Three-Digit ZIP Code	18	3	Character	
PO Box Indicator	21	1	Character	'B'=Boxholder 'N'=Non-Boxholder
Kit Number	22	2	Character	
Bundle Number	24	7	Character	
Blank Space	31	1		
Number of Pieces On Time	32	2	Character	
Number of Pieces Late	34	2	Character	
Collection Box ID	36	10	Character	Three-Digit ZIP Code only if induction made over the counter in Post Office Lobby
Induction Method	46	1	Character	'P'=Over the Counter in Post Office lobby. 'C'=Collection box
Service Standard	47	1	Number	
Volume (Origin PC / Destination PC / SVC)	49	10	Number	7 digits, decimal point, 2 digits
Failed Bundle Indicator	60	1	Character	'P' – Preliminary, 'V' – Verified, or null
Drop Date	62	10	Date	Mmdyyyy – present only if failed bundle
Drop Time	73	4	Character	Present only if failed bundle
Delivery Confirmation Indicator	78	1	Character	'Y' or null
Difference between Scanned as Delivered Date and Reported Date	80	3	Character	..., -2, -1, 0, 1, 2, ...
Surface/Air Indicator	85	1	Character	'S'   Surface, 'A'   Air
Volume (Origin PC/Destination PC/Surface-Air	88	10	Number	7 digits, decimal point, 2 digits

COLLECTION BOX LABEL



# COLLECTION TIMES

Monday - Friday

Saturday

Sunday

Last Collection in this area is at:

[Blank box for Monday - Friday collection time]

[Blank box for Saturday collection time]

[Blank box for Sunday collection time]

[Blank box for Last Collection in this area is at]

Monday-Friday

Saturday

Sunday

Holiday

[Blank box for Monday-Friday collection time]

[Blank box for Saturday collection time]

[Blank box for Sunday collection time]

[Blank box for Holiday collection time]

Location of Express Mail Drop:

For local information call:

Location ID No.:

Date label printed:

[Blank box for Location of Express Mail Drop]

[Blank box for For local information call]

[Blank box for Location ID No.]

[Blank box for Date label printed]

Tampering with this box, lock, or contents is punishable by fine or imprisonment.

PRIORITY MAIL END-TO-END MEASUREMENT SYSTEM  
MAILPIECE FILE LAYOUT (ALLWKS.FLA)

FISCAL YEAR 2001, POSTAL QUARTER: 3

<u>Item</u>	<u>Format</u>	<u>Length</u>	<u>Columns</u>
Mailpiece identification number	X(8)	8	1 - 8
Actual induction date	MMDDYY	6	9 - 14
Date mailpiece received	MMDDYY	6	15 - 20
Number of days to deliver	X(2)	2	21 - 22
Origin three-digit ZIP	X(3)	3	23 - 25
Destination three-digit ZIP	X(3)	3	26 - 28
Origin PC code	X(3)	3	29 - 31
Destination PC code	X(3)	3	32 - 34
Induction type (collection box (C) over-the-counter (P))	X(1)	1	35
Kit	X(1)	2	36 - 37
Reporter type (business or residential)	X(1)	1	38
Service commitment (Based on receipt date)	X(1)	1	39
Service commitment (At end of quarter)	X(1)	1	40
Weight (7 digits, decimal point, 4 digits) (Based on receipt date)	X(12)	12	41 - 52
Box Holder Flag (B or Null)	X(1)	1	53
Weight (7 digits, decimal point, 4 digits) (At end of quarter)	X(12)	12	54 - 65
Filler column Page 17	X(1)	1	66
Bundle number	X(7)	7	67 - 73

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Surface/Air Weight (7 digits, decimal point, 4 digits) (At end of quarter)	X(12)	12	75-86
Surface/Air Indicator	X(1)	1	88
Delivery Confirmation Indicator	X(1)	1	89
Number of days between Delivery Confirmation scan and Receipt date	X(3)	3	90-92

PRIORITY MAIL END-TO-END MEASUREMENT SYSTEM  
LAYOUT FOR CORPORATE DATABASE

FISCAL YEAR 2001, POSTAL QUARTER 3

FILENAME: PCZ\_MAT.013  
PCZ\_MAT.YT3

FILE LAYOUT FOR SERVICE COMMITMENT-TO-PERFORMANCE  
CLUSTER MATRIX DATA

<u>Item</u>	<u>Format</u>	<u>Length</u>	<u>Columns</u>
Service Commitment (Overnight, Two-Day, Composite, Total, Surface, or Air)	X(18)	18	1 - 18
Performance Cluster	X(23)	23	20 - 42
Destinating Percent On Time (3 digits, decimal point, 2 digits)	X(6)	6	53 - 58
Destinating +/- Range (2 digits, decimal point, 2 digits)	X(5)	5	60 - 64
Destinating Average Delivery Days	X(5)	5	66 - 70
Destinating +/- Range for Avg Delivery Days	X(5)	5	72 - 76
Originating Percent On Time (3 digits, decimal point, 2 digits)	X(6)	6	81 - 86
Originating +/- Range (2 digits, decimal point, 2 digits)	X(5)	5	89 - 93
Originating Average Delivery Days	X(5)	5	97 - 101
Originating +/- Range for Avg Delivery Days	X(5)	5	105 - 109
O/D Percent On Time (3 digits, decimal point, 2 digits)	X(6)	6	112 - 117
O/D +/- Range (2 digits, decimal point, 2 digits)	X(5)	5	121 - 125

FISCAL YEAR 2001. POSTAL QUARTER 2

FILENAME: PCZ\_PROF.012  
 PCZ\_PROF.YT2

FILE LAYOUT FOR SERVICE COMMITMENT-TO-PERFORMANCE  
 CLUSTER PROFILE DATA

<u>Item</u>	<u>Format</u>	<u>Length</u>	<u>Columns</u>
Geographic Area	X(23)	23	1 - 23
Service Commitment Area (1=Overnight, 2=Two-Day, 7=Composite for Air, 8=Composite for Surface, 9=Composite for Total)	X(1)	1	25
<b>Percentage of Mail Delivered To                      the Geographical Area Within:</b>			
One Day	X(6)	6	35 - 40
Two Days	X(6)	6	42 - 47
Three Days	X(6)	6	49 - 54
Four Days	X(6)	6	56 - 61
Five Days	X(6)	6	63 - 68
<b>Percentage of Mail Delivered From                      the Geographical Area Within:</b>			
One Day	X(6)	6	70 - 75
Two Days	X(6)	6	77 - 82
Three Days	X(6)	6	84 - 89
Four Days	X(6)	6	91 - 96
Five Days	X(6)	6	98 - 103

Appendix IX, *Distribution of Priority Mail Packages (PETE)*, has been redacted in its entirety (aside from the title) to minimize the potential for a person to identify test pieces.

## QUARTERLY ESTIMATION FORMULAS

## Methodology for Calculating Origin and Destination Performance Estimates

The methodology for calculating origin and destination performance requires the following building blocks:

$\hat{p}_{ods}$  = performance estimate for mail originating from a single city  $o$ , destinating to a single city  $d$  with service commitment  $s$

$w_{ods}$  = ODIS estimated volume for mail originating from a single city  $o$ , destinating to a single city  $d$  with service commitment  $s$

## Destinating Performance

## QUARTERLY ESTIMATION FORMULAS

**Combined Origin-Destination Performance Estimates**

In the calculation of combined Origin-Destination Performance Estimates the methodology below must be used. This formula calculates overall performance values for the origin and destination separately and then employs appropriate weights to combine them.

## DESTINATION AND ENTRY POINTS OF TEST MAIL

Listed below are Performance Cluster names and three-digit ZIP Code(s) that represent each Performance Cluster, grouped by Area. Estimates of service performance for Priority Mail (PETE) are required, for each of the Performance Clusters and Areas defined below, which constitute the overnight, and 2-day service standard areas, within two days for origin/destination combined, and the surface/air network.

## NEW YORK METRO AREA

CARIBBEAN  
CENTRAL N JERSEY  
LONG ISLAND  
NEW YORK  
NORTHERN N JERSEY  
TRIBORO  
WESTCHESTER

## NORTHEAST AREA

ALBANY  
BOSTON  
CONNECTICUT

## MIDDLESEX-CNTRL

NEW HAMPSHIRE  
SE NEW ENGLAND  
SPRINGFIELD  
WESTERN NEW YORK

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PITTSBURGH  
SOUTH JERSEY

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LAKELAND  
DAKOTAS  
GATEWAY  
HAWKEYE  
MID-AMERICA  
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ROYAL OAK

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## INTRODUCTION

The U.S. Postal Service is committed to remain the premier provider of products and services in the communications marketplace. You are an important component of this commitment.

As you develop and expand your business strategies, you probably ask, "How can we maintain a competitive edge and offer competitive service?" The U.S. Postal Service has harnessed current technology to give you options that can improve your bottom line.

With this new product, Confirm using PLANET Codes, you can track your mail electronically. Confirm gives you information in advance about the delivery of:

- incoming hard-copy reply mail
- outbound mail going to your customers

This guide provides more information on how this new product can benefit you and how to get started. If you have any questions, you can call USPS Customer Service at: 1-800-238-3150

Additionally, if you want to talk about new ways to make your mailing smarter please contact your account manager or:

Paul Bakshi, Confirm Program Manager  
United States Postal Service  
475 L'Enfant Plaza SW, Room 5307  
Washington DC 20260-2600  
Phone: 202-268-3520  
Internet: [pbakshi@email.USPS.gov](mailto:pbakshi@email.USPS.gov)  
Beeper: 1-800-265-7027

**Confirm using PLANET Codes  
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## 1. Introducing Confirm using PLANET Codes

### An Overview

Confirm is a new product from the U.S. Postal Service that uses a special barcode called PLANET to track letter-size mail electronically:

- mail that you send out to your customers
- mail that customers send back to you

Confirm can provide valuable information about each mailpiece:

- when the mailpiece was processed: date and time
- where the mailpiece was processed: the processing facility
- barcode data: PLANET Code and POSTNET Code

### How It Works

To use Confirm, you must place two barcodes on your outgoing letter mail or letter-size reply mail:

- the regular POSTNET barcode
- a PLANET barcode

The Postal Service sorting equipment reads both barcodes and makes them available to a centralized network server. You can then contact the server electronically and learn when outgoing mail is nearing delivery or when reply mail is on its way to you.

Confirm offers two forms of service: Origin and Destination.

- *Origin (incoming) Confirm:* notifies you when a customer is returning a mailpiece--an electronic version of "The check's in the mail."
- *Destination (outgoing) Confirm:* notifies you of the expected delivery date of outgoing mail.

Confirm is built on the PLANET Code, a 12-digit barcode:

- The first two digits represent the service you want (21=Origin Confirm or 22=Destination Confirm).
- The next 9 digits identify the mailpiece (see Figures 2 and 3 in section 5 for more detail).
- The 12<sup>th</sup> digit is a check-sum digit that helps USPS detect errors.

For more information on printing and generating PLANET Codes, see section 5 of this guide.

The PLANET Code is the inverse of the POSTNET Code, reversing long bars for short and short for long. Using current barcoding methods, the PLANET Code is easy to apply. Our high-speed automation equipment scans the barcodes on your mailpiece.

### The Benefits of Confirm using PLANET Codes

#### *Electronically confirm the mail you send out:*

Destination Confirm offers many benefits for outgoing mail, such as:

- Knowing that customers received bills, credit cards, insurance cancellations, notices, direct mail solicitations, and other important mail.
- Increasing response rates by synchronizing telemarketing with the delivery of direct mail solicitations.
- Having proof that you sent your mail, eliminating the need to send certificates of mailing.

- Knowing that your customers receive fulfillments of mail orders.
- Using accurate information to improve customer service.
- Using delivery information to efficiently staff call centers.

***Electronically confirm mail sent back to you:***

Origin Confirm also offers many benefits for incoming mail, such as:

- Knowing in advance who is returning payments.
- Processing payments more efficiently and managing cash more effectively.
- Processing mail orders more efficiently by planning and staffing based on accurate information.
- Maintaining better relations with customers, based on more accurate information.
- Sharpening your telemarketing follow-up based on what you learn from the data.
- Evaluating the success of an ad campaign.
- Saving money by reducing the number of dunning notices you send.

## 2. Who Can Benefit from Confirm using PLANET Codes

The U.S. Postal Service designed Confirm using PLANET Codes to meet the needs of a number of customers, particularly national mailers who want to improve their business processes or refine their customer data.

### Outgoing mail:

Some types of customers who can benefit from knowing where and when their mail is about to be delivered are:

- direct mail advertisers
- utilities
- advertising agencies
- banks
- financial firms
- insurance companies

### Incoming mail:

Some types of customers who can benefit from knowing about the mail that's coming back to them--particularly for processing payments and mail orders are:

- utilities
- financial companies
- banks
- insurance companies
- credit card companies
- telephone companies
- collection agencies
- national processing centers
- direct mail advertisers
- catalog companies
- audio and book clubs

- fulfillment houses

### 3. How To Participate

Confirm using PLANET Codes is currently in the test phase. To participate, follow these steps:

1. Complete a Confirm application form, which can be obtained from the Confirm website or by calling USPS Customer Service (tel: 1-800-265-7027).
2. (Skip to step 3 if you will be using only Origin Confirm)

Once your application form is received USPS will contact you to give you a subscriber (mailer) unique ID for Destination Confirm.

3. Conduct a test of your mail with PLANET Codes. Before you can begin using Confirm, the Postal Service must verify that you are properly generating PLANET Codes (see section 6 for more details).
4. Once your test mailpieces have been approved, you must contact the USPS Confirm Program Manager (see details in Introduction) with notification of your first mailing with PLANET Codes (please make sure that you do this at least 14 days prior to the mailing).
5. The U.S. Postal Service will contact you approximately one week after your mailing to follow up on your progress. If you have any questions or concerns regarding your data before then, please call USPS Customer Service or USPS Confirm Program Manager.

#### 4. How To Receive Data

Mailers can receive their data from the U.S. Postal Service in two ways:

- using the FTP process
- using the Confirm website

#### A Sample of Confirm Output

This a sample of Origin Confirm data that is available to participating customers:

```

750,891,02/09/1998 17:21,85072225252,21040362003
750,891,02/09/1998 11:45,85072225252,21040572389
750,891,02/09/1998 17:44,85072225252,21040578772
750,891,02/09/1998 14:52,85072225252,21040620805
750,891,02/09/1998 14:54,85072225252,21040746128
750,891,02/09/1998 17:37,85072225252,21040781227
750,891,02/09/1998 17:30,85072225252,21040828788
750,891,02/09/1998 15:29,85072225252,21040888812
750,891,02/09/1998 14:35,85072225252,21040892614
750,891,02/09/1998 14:00,85072225252,21040904851
750,891,02/09/1998 15:01,85072225252,21040932624
750,892,02/09/1998 19:21,85072225252,21040935602
750,891,02/09/1998 18:10,85072225252,21040935704
750,891,02/09/1998 12:50,85072225252,21040935760
750,891,02/09/1998 12:49,85072225252,21040953169
750,891,02/09/1998 17:39,85072225252,21040953450
750,891,02/09/1998 18:17,85072225252,21040955297
750,891,02/09/1998 11:33,85072225252,21040955877

```

Key:

- first 3 columns: SCF Number (Facility)
- next 3 columns: Operation number (list available from USPS)
- next 10 columns: date mail piece was processed (mm/dd/yyyy)
- next 5 columns: time mail piece was processed (hh:mm)
- next 11 columns: POSTNET Code

next 11 columns: PLANET Code

## 5. How To Generate PLANET Codes

Like POSTNET Codes, PLANET Codes have 12 digits and consist of tall and short bars. PLANET symbology is the inverse of POSTNET. Since each POSTNET digit has a combination of two tall and three short bars, then each PLANET digit will have three tall and two short bars.

All PLANET barcodes include a five-bar *checksum digit* (or correction character). This digit is always the number which, when added to the sum of the other digits in the barcode, results in a total that is a multiple of 10.

For an example of these two different barcodes, see Figure 1.

Figure 1 - POSTNET Codes and PLANET Codes

POSTNET		PLANET
0	0	0
1	1	1
2	2	2
3	3	3
4	4	4
5	5	5
6	6	6
7	7	7
8	8	8
9	9	9

## The Print Requirements

PLANET barcodes have the same dimensional requirements as POSTNET barcodes. This section gives you an overview of the print requirements:

- barcode format
- barcode locations
- address block
- barcode pitch
- bar dimensions
- barcode tilt
- baseline shift
- reflectance
- ink issues: over and voids

For more information, see the *Domestic Mail Manual (DMM)*, C840.

## Barcode Format

The first two digits of the barcode identify the particular Confirm service you are using:

- Mailers who use the origin Confirm service will print an ID code of 21.
- Mailers who use destination Confirm will print an ID code of 22.

These ID codes are required because many PLANET barcodes are of the same basic format and length. The remaining digits contain the customer or subscriber information.

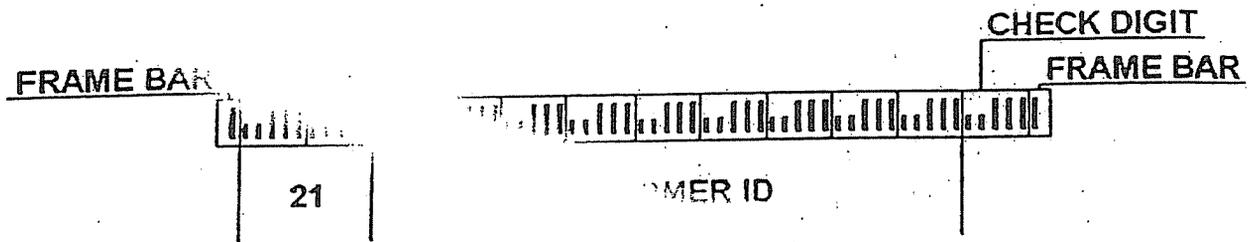


Figure 2 - Origin Confirm

The Customer ID is a 9-digit defined by the mailer and is used to identify the mailpiece.

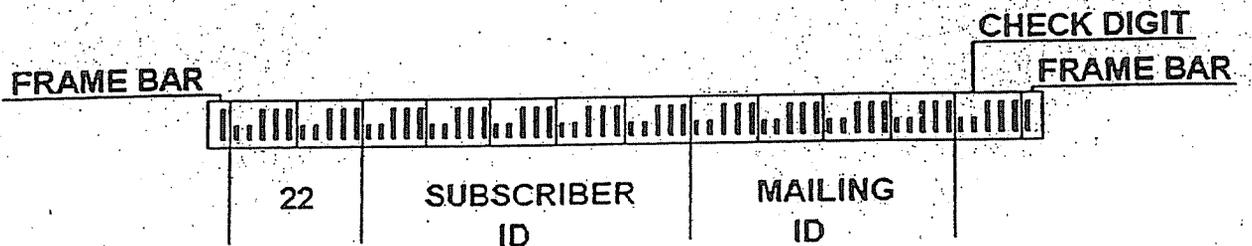


Figure 3 - Destination Confirm

The Subscriber ID is a unique 5-digit ID assigned by the U.S. Postal Service to identify mailers using Confirm.



### Barcode Locations

Place the PLANET barcode anywhere in the address block portion except the lower right corner. The U.S. Postal Service has developed a PLANET Code font, which we can provide electronically to our customers.

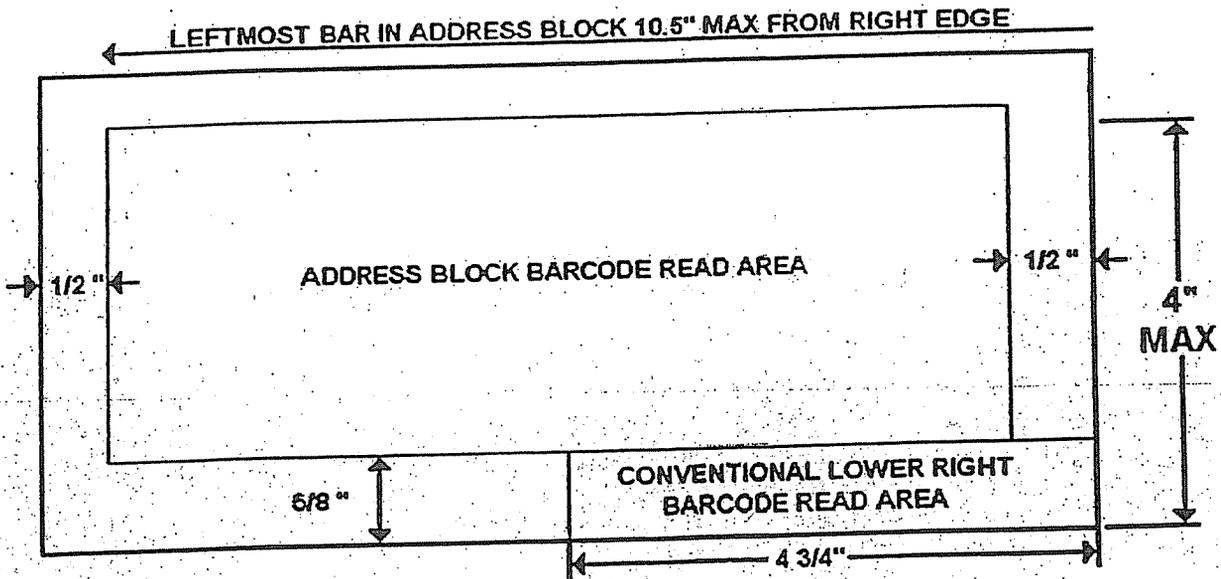


Figure5 - Barcode Placement Locations

### Address Block

If you use the address block option, apply the POSTNET and PLANET barcodes as shown in these examples. We've included the dimensional requirements.

**EXAMPLE 1:** Place the POSTNET barcode above the address block, with the PLANET barcode below the address:

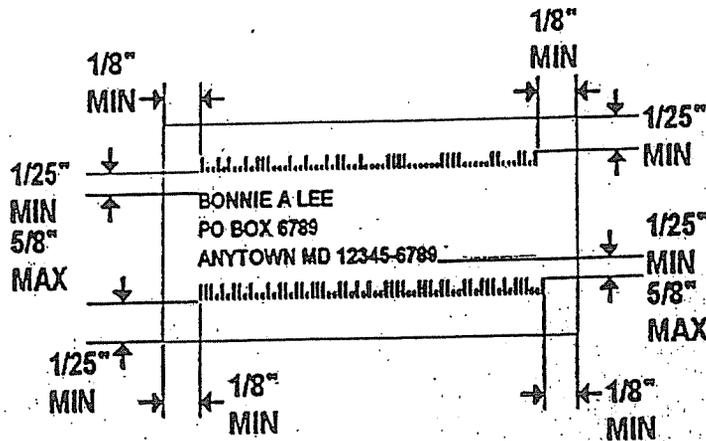


Figure 6 - POSTNET Above / PLANET Below Address

**EXAMPLE 2:** Place the PLANET barcode above the address block, with the POSTNET barcode below the address:

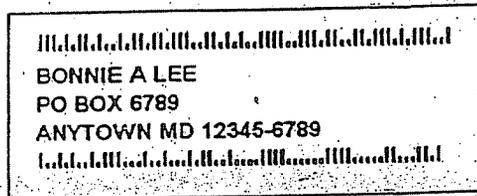


Figure 7 - PLANET Above / POSTNET Below Address

**EXAMPLE 3:** Place the POSTNET barcode below the endorsement line and/or keyline information, with the PLANET barcode below the address. You may place the POSTNET barcode below the address, with the PLANET barcode below the endorsement line and/or keyline information:



Figure 8 - POSTNET Below Keyline / PLANET Below Address

**EXAMPLE 4:** Place the POSTNET barcode above the endorsement line and/or keyline information, with the PLANET barcode below the address. You may place the POSTNET barcode below the address, with the PLANET barcode above the endorsement line and/or keyline information.

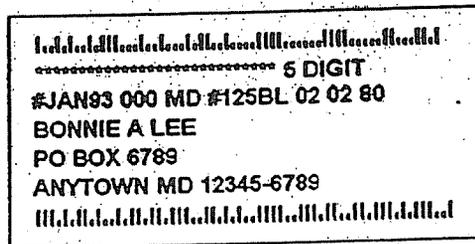


Figure 9 - POSTNET Above Keyline / PLANET Below Address

### Barcode Pitch

Limit the nominal horizontal spacing or pitch—defined as a bar and a space—to 22 +/- 2 bars per inch when measured over any 1/2-inch portion of the barcode. The horizontal spacing at 24 bars per inch is 0.0416 inch; at 20 bars per inch, 0.050 inch. Leave a clear space of at least 0.012 inch, but not more than 0.040 inch between bars. (See the next section.)

### Bar Dimensions

The bars that make up either the POSTNET or PLANET barcode should be within the dimensional tolerances shown below. The edges of the bars should completely cover the minimum bar outlines, but not exceed the maximum outlines.

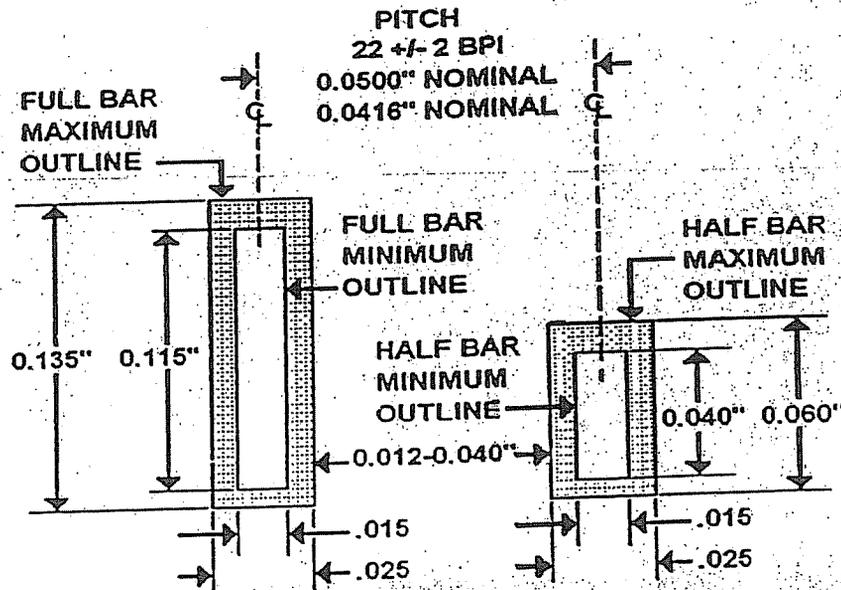


Figure 10 - POSTNET / PLANET Bar Dimensions

### Barcode Tilt

When printing POSTNET or PLANET barcodes, two types of *tilt* may occur:

- *pattern skew (or slant)*, in which the entire barcode may be skewed with respect to the bottom edge of the mailpiece
- *bar rotation*, in which the individual bars are tilted (not perpendicular) with respect to the baseline of the barcode

Both types of tilt may occur simultaneously. Limit the combined effects of pattern skew and bar rotation to a maximum tilt of  $\pm 5$  degrees.

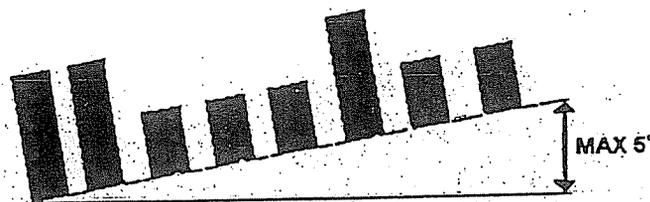


Figure 11 - Barcode Skew

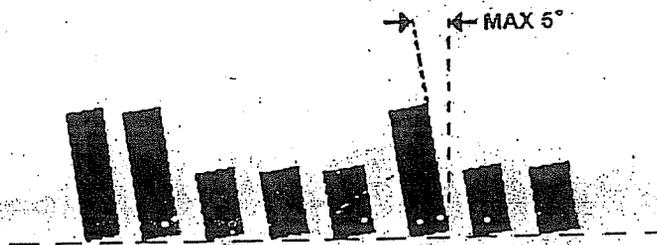


Figure 12 - Bar Rotation

**Baseline Shift**

The vertical position of adjacent bars should not vary more than 0.015", from bar to bar, when measured from the baseline of the barcode.

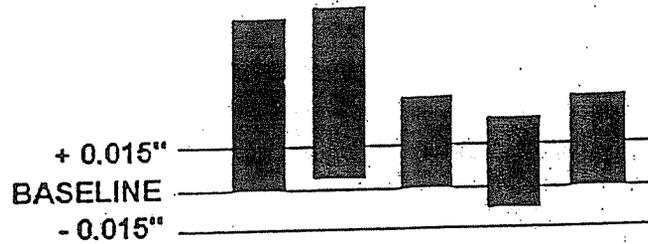


Figure 13 - Acceptable Baseline Shift

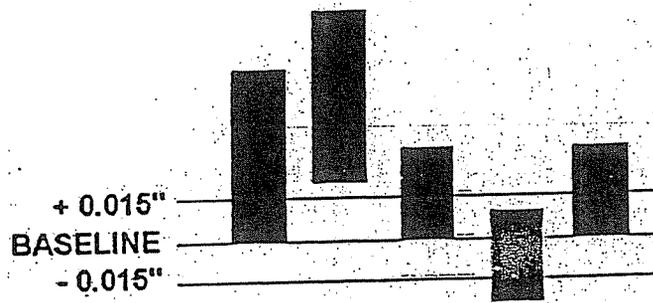


Figure 14 - Excessive Baseline Shift

### **Reflectance**

Make sure that the area of the mailpiece where the barcode(s) is located—the address block and/or lower right—is *uniform in color*. And when measured with a US Postal Service envelope reflectance meter or equivalent, the area should produce a minimum reflectance of:

- 50% in the red portions of the optical spectrum
- 45% percent in the green portions of the optical spectrum

The U.S. Postal Service prefers a white background, but pastels and some other light colors are acceptable. The *print reflectance difference (PRD)* is the difference between light reflected from the printed barcode and the background. A PRD of at least 30% in the red and green portions of the optical spectrum is required.

### **Ink Issues: over-inking and voids**

*Over-inking* can cause a bar to exceed its maximum dimensions and prevent successful barcode interpretation. Make sure that excessive or extraneous ink does not cause any bar to exceed the recommended height or width.

These examples show some common dot matrix printer bar patterns:

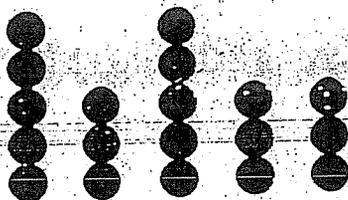


Figure 16 - Preferred Dot Matrix Dot Pattern

Voids within the bars may result in bars that no longer meet the minimum size requirements and result in unsuccessful processing.

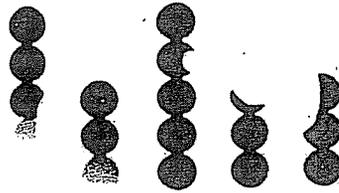


Figure 17 - Preferred Dot Matrix Pattern Voids

Ideally, dot matrix printing, inkjet printing (IJP), or any other similar printing process, should yield dots that do not touch or overlap. If the dots do not touch, make sure that the space between dots does not exceed 0.005”:

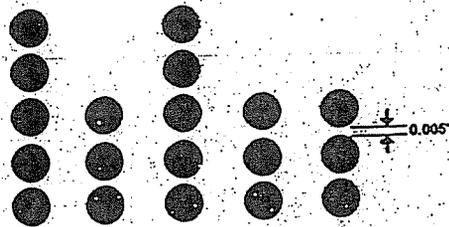


Figure 18 - Maximum Dot Matrix Spacing

Within the clear areas around the barcode, limit the background patterns, envelope insert “show through”, and any other printing to a maximum print contrast ratio (PCR) of 15%.

## 6. Customer Assistance

### For Printing and Testing Barcodes

For more information about printing PLANET barcodes or to have samples tested for readability, contact:

Hernan Borja  
Computer Systems Analyst  
USPS Engineering  
8403 Lee Hwy  
Merrifield VA 22082-8101

703.280.7051

Fax 703.280.8401

E-Mail: [ps\\_email.usps.gov](mailto:ps_email.usps.gov)

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Piece #	Mat #	Type	Dis	Dis Ind	Date Recd	Del D/T	Bldg	Z10	Z11	Z12	Z13	Z14	Z15	Z16	Z17	Z18	Z19	Z20	Z21	Z22	Z23	Z24	Z25	Z26	Z27	Z28	Z29	Z30	Z31	Z32	Z33	Z34	Z35	Z36	Z37	Z38	Z39	Z40	Z41	Z42	Z43	Z44	Z45	Z46	Z47	Z48	Z49	Z50	Z51	Z52	Z53	Z54	Z55	Z56	Z57	Z58	Z59	Z60	Z61	Z62	Z63	Z64	Z65	Z66	Z67	Z68	Z69	Z70	Z71	Z72	Z73	Z74	Z75	Z76	Z77	Z78	Z79	Z80	Z81	Z82	Z83	Z84	Z85	Z86	Z87	Z88	Z89	Z90	Z91	Z92	Z93	Z94	Z95	Z96	Z97	Z98	Z99	Z100	Z101	Z102	Z103	Z104	Z105	Z106	Z107	Z108	Z109	Z110	Z111	Z112	Z113	Z114	Z115	Z116	Z117	Z118	Z119	Z120	Z121	Z122	Z123	Z124	Z125	Z126	Z127	Z128	Z129	Z130	Z131	Z132	Z133	Z134	Z135	Z136	Z137	Z138	Z139	Z140	Z141	Z142	Z143	Z144	Z145	Z146	Z147	Z148	Z149	Z150	Z151	Z152	Z153	Z154	Z155	Z156	Z157	Z158	Z159	Z160	Z161	Z162	Z163	Z164	Z165	Z166	Z167	Z168	Z169	Z170	Z171	Z172	Z173	Z174	Z175	Z176	Z177	Z178	Z179	Z180	Z181	Z182	Z183	Z184	Z185	Z186	Z187	Z188	Z189	Z190	Z191	Z192	Z193	Z194	Z195	Z196	Z197	Z198	Z199	Z200	Z201	Z202	Z203	Z204	Z205	Z206	Z207	Z208	Z209	Z210	Z211	Z212	Z213	Z214	Z215	Z216	Z217	Z218	Z219	Z220	Z221	Z222	Z223	Z224	Z225	Z226	Z227	Z228	Z229	Z230	Z231	Z232	Z233	Z234	Z235	Z236	Z237	Z238	Z239	Z240	Z241	Z242	Z243	Z244	Z245	Z246	Z247	Z248	Z249	Z250	Z251	Z252	Z253	Z254	Z255	Z256	Z257	Z258	Z259	Z260	Z261	Z262	Z263	Z264	Z265	Z266	Z267	Z268	Z269	Z270	Z271	Z272	Z273	Z274	Z275	Z276	Z277	Z278	Z279	Z280	Z281	Z282	Z283	Z284	Z285	Z286	Z287	Z288	Z289	Z290	Z291	Z292	Z293	Z294	Z295	Z296	Z297	Z298	Z299	Z300	Z301	Z302	Z303	Z304	Z305	Z306	Z307	Z308	Z309	Z310	Z311	Z312	Z313	Z314	Z315	Z316	Z317	Z318	Z319	Z320	Z321	Z322	Z323	Z324	Z325	Z326	Z327	Z328	Z329	Z330	Z331	Z332	Z333	Z334	Z335	Z336	Z337	Z338	Z339	Z340	Z341	Z342	Z343	Z344	Z345	Z346	Z347	Z348	Z349	Z350	Z351	Z352	Z353	Z354	Z355	Z356	Z357	Z358	Z359	Z360	Z361	Z362	Z363	Z364	Z365	Z366	Z367	Z368	Z369	Z370	Z371	Z372	Z373	Z374	Z375	Z376	Z377	Z378	Z379	Z380	Z381	Z382	Z383	Z384	Z385	Z386	Z387	Z388	Z389	Z390	Z391	Z392	Z393	Z394	Z395	Z396	Z397	Z398	Z399	Z400	Z401	Z402	Z403	Z404	Z405	Z406	Z407	Z408	Z409	Z410	Z411	Z412	Z413	Z414	Z415	Z416	Z417	Z418	Z419	Z420	Z421	Z422	Z423	Z424	Z425	Z426	Z427	Z428	Z429	Z430	Z431	Z432	Z433	Z434	Z435	Z436	Z437	Z438	Z439	Z440	Z441	Z442	Z443	Z444	Z445	Z446	Z447	Z448	Z449	Z450	Z451	Z452	Z453	Z454	Z455	Z456	Z457	Z458	Z459	Z460	Z461	Z462	Z463	Z464	Z465	Z466	Z467	Z468	Z469	Z470	Z471	Z472	Z473	Z474	Z475	Z476	Z477	Z478	Z479	Z480	Z481	Z482	Z483	Z484	Z485	Z486	Z487	Z488	Z489	Z490	Z491	Z492	Z493	Z494	Z495	Z496	Z497	Z498	Z499	Z500	Z501	Z502	Z503	Z504	Z505	Z506	Z507	Z508	Z509	Z510	Z511	Z512	Z513	Z514	Z515	Z516	Z517	Z518	Z519	Z520	Z521	Z522	Z523	Z524	Z525	Z526	Z527	Z528	Z529	Z530	Z531	Z532	Z533	Z534	Z535	Z536	Z537	Z538	Z539	Z540	Z541	Z542	Z543	Z544	Z545	Z546	Z547	Z548	Z549	Z550	Z551	Z552	Z553	Z554	Z555	Z556	Z557	Z558	Z559	Z560	Z561	Z562	Z563	Z564	Z565	Z566	Z567	Z568	Z569	Z570	Z571	Z572	Z573	Z574	Z575	Z576	Z577	Z578	Z579	Z580	Z581	Z582	Z583	Z584	Z585	Z586	Z587	Z588	Z589	Z590	Z591	Z592	Z593	Z594	Z595	Z596	Z597	Z598	Z599	Z600	Z601	Z602	Z603	Z604	Z605	Z606	Z607	Z608	Z609	Z610	Z611	Z612	Z613	Z614	Z615	Z616	Z617	Z618	Z619	Z620	Z621	Z622	Z623	Z624	Z625	Z626	Z627	Z628	Z629	Z630	Z631	Z632	Z633	Z634	Z635	Z636	Z637	Z638	Z639	Z640	Z641	Z642	Z643	Z644	Z645	Z646	Z647	Z648	Z649	Z650	Z651	Z652	Z653	Z654	Z655	Z656	Z657	Z658	Z659	Z660	Z661	Z662	Z663	Z664	Z665	Z666	Z667	Z668	Z669	Z670	Z671	Z672	Z673	Z674	Z675	Z676	Z677	Z678	Z679	Z680	Z681	Z682	Z683	Z684	Z685	Z686	Z687	Z688	Z689	Z690	Z691	Z692	Z693	Z694	Z695	Z696	Z697	Z698	Z699	Z700	Z701	Z702	Z703	Z704	Z705	Z706	Z707	Z708	Z709	Z710	Z711	Z712	Z713	Z714	Z715	Z716	Z717	Z718	Z719	Z720	Z721	Z722	Z723	Z724	Z725	Z726	Z727	Z728	Z729	Z730	Z731	Z732	Z733	Z734	Z735	Z736	Z737	Z738	Z739	Z740	Z741	Z742	Z743	Z744	Z745	Z746	Z747	Z748	Z749	Z750	Z751	Z752	Z753	Z754	Z755	Z756	Z757	Z758	Z759	Z760	Z761	Z762	Z763	Z764	Z765	Z766	Z767	Z768	Z769	Z770	Z771	Z772	Z773	Z774	Z775	Z776	Z777	Z778	Z779	Z780	Z781	Z782	Z783	Z784	Z785	Z786	Z787	Z788	Z789	Z790	Z791	Z792	Z793	Z794	Z795	Z796	Z797	Z798	Z799	Z800	Z801	Z802	Z803	Z804	Z805	Z806	Z807	Z808	Z809	Z810	Z811	Z812	Z813	Z814	Z815	Z816	Z817	Z818	Z819	Z820	Z821	Z822	Z823	Z824	Z825	Z826	Z827	Z828	Z829	Z830	Z831	Z832	Z833	Z834	Z835	Z836	Z837	Z838	Z839	Z840	Z841	Z842	Z843	Z844	Z845	Z846	Z847	Z848	Z849	Z850	Z851	Z852	Z853	Z854	Z855	Z856	Z857	Z858	Z859	Z860	Z861	Z862	Z863	Z864	Z865	Z866	Z867	Z868	Z869	Z870	Z871	Z872	Z873	Z874	Z875	Z876	Z877	Z878	Z879	Z880	Z881	Z882	Z883	Z884	Z885	Z886	Z887	Z888	Z889	Z890	Z891	Z892	Z893	Z894	Z895	Z896	Z897	Z898	Z899	Z900	Z901	Z902	Z903	Z904	Z905	Z906	Z907	Z908	Z909	Z910	Z911	Z912	Z913	Z914	Z915	Z916	Z917	Z918	Z919	Z920	Z921	Z922	Z923	Z924	Z925	Z926	Z927	Z928	Z929	Z930	Z931	Z932	Z933	Z934	Z935	Z936	Z937	Z938	Z939	Z940	Z941	Z942	Z943	Z944	Z945	Z946	Z947	Z948	Z949	Z950	Z951	Z952
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Week	Origin	Mailpieces Reported Received Between May 12 - May 18																
		Area 1A			Area 1B			Area 2			Area 3			Area 4			Area 6	
Destination	Pieces Reported Received	Pieces Meeting Standard	Percent Meeting Standard	Pieces Reported Received	Pieces Meeting Standard	Percent Meeting Standard	Pieces Reported Received	Pieces Meeting Standard	Percent Meeting Standard	Pieces Reported Received	Pieces Meeting Standard	Percent Meeting Standard	Pieces Reported Received	Pieces Meeting Standard	Percent Meeting Standard	Pieces Reported Received	Pieces Meeting Standard	Percent Meeting Standard
Area 1A	1	1	100	1	1	100	0	0	N/A	5	5	100	7	7	100	0	0	N/A
Area 1B	0	0	N/A	4	4	100	0	0	N/A	10	9	90	6	7	88	0	0	N/A
Area 2	2	2	100	3	3	100	0	0	N/A	5	5	100	3	3	100	0	0	N/A
Area 3	1	1	100	4	4	100	0	0	N/A	3	3	100	4	4	100	0	0	N/A
Area 4	1	1	100	5	5	100	0	0	N/A	6	6	100	1	1	100	0	0	N/A
Area 5	1	1	100	0	0	N/A	0	0	N/A	2	1	50	1	1	100	0	0	N/A
Area 6	0	0	N/A	3	3	100	0	0	N/A	5	5	100	2	1	50	0	0	N/A
Area 7	0	0	N/A	4	4	100	0	0	N/A	4	4	100	2	1	50	0	0	N/A
Area 8	0	0	N/A	1	1	100	0	0	N/A	5	5	100	3	3	100	0	0	N/A
Area 9	0	0	N/A	2	2	100	0	0	N/A	3	3	100	1	1	100	0	0	N/A
Area 10	1	1	100	2	2	100	0	0	N/A	9	8	89	6	6	100	0	0	N/A
Area 11	1	1	100	0	0	N/A	0	0	N/A	0	0	N/A	2	2	100	0	0	N/A
Area 12	0	0	N/A	2	2	100	0	0	N/A	2	2	100	2	2	100	0	0	N/A
Area 13	0	0	N/A	3	3	100	0	0	N/A	6	6	100	3	2	67	0	0	N/A
Area 14	0	0	N/A	2	2	100	0	0	N/A	8	5	63	6	5	83	0	0	N/A
Area 15	2	1	50	3	3	100	0	0	N/A	6	6	100	3	2	67	0	0	N/A
Area 16	0	0	N/A	0	0	N/A	0	0	N/A	0	0	N/A	0	0	N/A	0	0	N/A
Total Origin	10	9	90	39	39	100	0	0	N/A	79	75	95	54	48	89	0	0	N/A

Week	Origin	Mailpieces Reported Received Between May 12 - May 18																
		Area 6			Area 7			Area 8			Area 9			Area 10			Area 11	
Destination	Pieces Reported Received	Pieces Meeting Standard	Percent Meeting Standard	Pieces Reported Received	Pieces Meeting Standard	Percent Meeting Standard	Pieces Reported Received	Pieces Meeting Standard	Percent Meeting Standard	Pieces Reported Received	Pieces Meeting Standard	Percent Meeting Standard	Pieces Reported Received	Pieces Meeting Standard	Percent Meeting Standard	Pieces Reported Received	Pieces Meeting Standard	Percent Meeting Standard
Area 1A	0	0	N/A	0	0	N/A	6	4	67	1	1	100	0	0	N/A	0	0	N/A
Area 1B	0	0	N/A	0	0	N/A	5	5	100	1	1	100	0	0	N/A	0	0	N/A
Area 2	0	0	N/A	0	0	N/A	2	2	100	1	1	100	0	0	N/A	0	0	N/A
Area 3	0	0	N/A	0	0	N/A	4	4	100	1	1	100	0	0	N/A	0	0	N/A
Area 4	0	0	N/A	0	0	N/A	1	1	100	0	0	N/A	0	0	N/A	0	0	N/A
Area 5	0	0	N/A	0	0	N/A	6	5	83	1	1	100	1	0	0	0	0	N/A
Area 6	1	1	100	0	0	N/A	4	4	100	3	3	100	0	0	N/A	0	0	N/A
Area 7	0	0	N/A	3	3	100	0	0	N/A									
Area 8	1	1	100	0	0	N/A	3	3	100	0	0	N/A	0	0	N/A	0	0	N/A
Area 9	1	1	100	0	0	N/A	3	3	100	2	1	50	0	0	N/A	1	0	0
Area 10	1	1	100	8	8	100	2	1	50	1	1	100	0	0	N/A	0	0	N/A
Area 11	0	0	N/A	0	0	N/A	0	0	N/A	1	1	100	0	0	N/A	0	0	N/A
Area 12	0	0	N/A	1	1	100	4	4	100	0	0	N/A	0	0	N/A	0	0	N/A
Area 13	0	0	N/A	0	0	N/A	5	5	100	0	0	N/A	0	0	N/A	0	0	N/A
Area 14	0	0	N/A	0	0	N/A	7	7	100	1	1	100	0	0	N/A	0	0	N/A
Area 15	0	0	N/A	0	0	N/A	13	13	100	2	2	100	0	0	N/A	0	0	N/A
Area 16	0	0	N/A	0	0	N/A	0	0	N/A	0	0	N/A	0	0	N/A	0	0	N/A
Total Origin	3	3	100	12	12	100	65	61	94	14	13	83	1	0	0	0	0	N/A

Customized City Performance Cluster Report

Week	Origin	Mallepieces Reported Received Between May 12 - May 18																						
		Area 12			Area 13			Area 14			Area 15			Area 16			Other			Total Destination				
Destination	Pieces Reported	Pieces Meeting Standard	Percent Meeting Standard	Pieces Reported	Pieces Meeting Standard	Percent Meeting Standard	Pieces Reported	Pieces Meeting Standard	Percent Meeting Standard	Pieces Reported	Pieces Meeting Standard	Percent Meeting Standard	Pieces Reported	Pieces Meeting Standard	Percent Meeting Standard	Pieces Reported	Pieces Meeting Standard	Percent Meeting Standard	Pieces Reported	Pieces Meeting Standard	Percent Meeting Standard	Pieces Reported	Pieces Meeting Standard	Percent Meeting Standard
Area 1A	0	0	N/A	5	5	100	2	2	100	2	2	100	0	0	N/A	0	0	N/A	2	2	100	0	0	N/A
Area 1B	2	0	0	8	8	100	7	6	86	3	3	100	0	0	N/A	0	0	N/A	1	1	100	0	0	N/A
Area 2	0	0	N/A	3	2	67	4	4	100	3	3	100	0	0	N/A	0	0	N/A	2	2	100	0	0	N/A
Area 3	0	0	N/A	2	2	100	2	2	100	2	2	100	0	0	N/A									
Area 4	0	0	N/A	5	5	100	3	3	100	1	1	100	0	0	N/A									
Area 5	0	0	N/A	4	3	75	2	2	100	4	4	100	0	0	N/A	0	0	N/A	1	1	100	0	0	N/A
Area 6	0	0	N/A	6	6	100	4	4	100	4	4	100	0	0	N/A									
Area 7	0	0	N/A	1	1	100	1	1	100	1	1	100	0	0	N/A									
Area 8	0	0	N/A	4	4	100	9	8	89	0	0	N/A												
Area 9	0	0	N/A	3	3	100	3	3	100	2	2	100	0	0	N/A									
Area 10	0	0	N/A	2	1	50	1	1	100	1	1	100	0	0	N/A									
Area 11	1	0	0	2	2	100	1	1	100	1	1	100	0	0	N/A									
Area 12	1	0	0	6	6	100	4	4	100	4	4	100	0	0	N/A									
Area 13	0	0	N/A	9	7	78	5	6	100	4	4	100	0	0	N/A									
Area 14	1	0	0	6	6	100	13	10	77	4	4	100	0	0	N/A									
Area 15	1	0	0	9	8	89	6	6	100	4	4	100	0	0	N/A									
Area 16	0	0	N/A	0	0	N/A	0	0	N/A	0	0	N/A	0	0	N/A	0	0	N/A	0	0	N/A	0	0	N/A
Total Origin	6	0	0	75	69	92	67	62	93	40	36	80	0	0	N/A									
																472	433	100	0	0	0	0	0	0

Customized City Performance Cluster Report

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Quarter-to-Date

Multipieces Reported Received Between February 24 - May 18

Origin	Area 1A			Area 1B			Area 2			Area 3			Area 4			Area 5		
	Pieces Reported	Pieces Meeting Standard	Percent Meeting Standard	Pieces Reported	Pieces Meeting Standard	Percent Meeting Standard	Pieces Reported	Pieces Meeting Standard	Percent Meeting Standard	Pieces Reported	Pieces Meeting Standard	Percent Meeting Standard	Pieces Reported	Pieces Meeting Standard	Percent Meeting Standard	Pieces Reported	Pieces Meeting Standard	Percent Meeting Standard
Area 1A	24	22	92	31	28	90	59	53	90	45	42	93	43	42	98	0	0	N/A
Area 1B	40	37	93	65	63	97	98	89	93	75	72	98	65	61	94	0	0	N/A
Area 2	22	22	100	33	31	94	43	42	98	31	31	100	38	36	95	0	0	N/A
Area 3	24	21	88	25	24	96	46	43	93	28	28	100	26	28	100	0	0	N/A
Area 4	17	17	100	30	27	90	51	49	96	45	45	100	32	29	91	0	0	N/A
Area 5	9	7	78	12	11	92	18	18	100	12	10	83	13	13	100	0	0	N/A
Area 6	18	15	83	24	20	83	51	47	92	35	33	94	32	29	91	0	0	N/A
Area 7	14	14	100	27	26	96	40	40	100	27	24	89	32	27	84	0	0	N/A
Area 8	9	8	89	12	10	83	27	23	85	20	20	100	23	23	100	0	0	N/A
Area 9	12	12	100	14	13	93	22	19	86	23	22	96	22	20	91	0	0	N/A
Area 10	26	24	92	39	35	90	67	58	87	49	46	94	48	43	93	0	0	N/A
Area 11	4	3	75	11	11	100	12	10	83	10	8	80	8	6	75	0	0	N/A
Area 12	13	11	85	23	23	100	30	27	90	22	19	86	22	20	91	0	0	N/A
Area 13	17	16	94	22	21	95	35	33	94	27	26	96	21	19	90	0	0	N/A
Area 14	13	13	100	19	17	89	33	31	94	28	23	88	28	23	82	0	0	N/A
Area 15	24	19	79	28	25	89	44	40	91	34	31	91	28	28	100	0	0	N/A
Area 16	0	0	N/A															
Total Origin	286	281	91	415	365	93	674	620	92	518	480	93	480	443	92	0	0	N/A

Quarter-to-Date

Multipieces Reported Received Between February 24 - May 18

Origin	Area 6			Area 7			Area 8			Area 9			Area 10			Area 11		
	Pieces Reported	Pieces Meeting Standard	Percent Meeting Standard	Pieces Reported	Pieces Meeting Standard	Percent Meeting Standard	Pieces Reported	Pieces Meeting Standard	Percent Meeting Standard	Pieces Reported	Pieces Meeting Standard	Percent Meeting Standard	Pieces Reported	Pieces Meeting Standard	Percent Meeting Standard	Pieces Reported	Pieces Meeting Standard	Percent Meeting Standard
Area 1A	0	0	N/A	4	4	100	18	15	83	1	1	100	2	2	100	5	5	100
Area 1B	2	2	100	5	3	60	30	27	90	2	2	100	4	4	100	4	4	100
Area 2	1	1	100	3	3	100	17	16	94	3	3	100	1	1	100	4	4	100
Area 3	0	0	N/A	1	0	0	16	16	100	3	3	100	2	2	100	2	2	100
Area 4	0	0	N/A	1	1	100	17	14	82	1	1	100	2	2	100	5	5	100
Area 5	1	1	100	3	3	100	17	14	82	2	2	100	2	2	100	5	5	100
Area 6	14	13	93	3	3	100	24	22	92	20	18	90	1	1	100	32	30	84
Area 7	0	0	N/A	31	24	77	5	4	80	0	0	N/A	15	12	80	5	5	100
Area 8	4	3	75	3	3	100	18	16	100	0	0	N/A	3	2	67	5	5	100
Area 9	6	5	83	2	2	100	18	12	75	10	9	90	0	0	N/A	15	14	93
Area 10	0	0	N/A	50	47	94	7	5	71	3	2	67	32	29	81	3	2	67
Area 11	4	4	100	0	0	N/A	5	4	80	6	6	100	0	0	N/A	9	8	89
Area 12	1	0	0	3	2	67	24	20	83	0	0	N/A	1	1	100	3	3	100
Area 13	1	1	100	3	3	100	29	27	93	0	0	N/A	1	1	100	7	7	100
Area 14	1	1	100	1	1	100	30	28	87	3	3	100	5	3	60	2	2	100
Area 15	4	3	75	5	4	80	41	38	93	4	4	100	3	2	67	7	7	100
Area 16	0	0	N/A															
Total Origin	39	34	87	116	99	85	312	276	88	88	54	93	74	63	85	113	106	96



**STATEMENT OF WORK**  
**FOR**  
**TRANSIT-TIME MEASUREMENT SYSTEM (TTMS)**

October 26, 2001  
December 5, 2002  
August 15, 2005

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## I. SCOPE

The Transit-Time Measurement System (TTMS) contract will encompass all facets of end-to-end measurement developed and designed by the United States Postal Service (USPS) Office of the Consumer Advocate. The Customer Satisfaction Measurement group, within the Office of the Consumer Advocate, is responsible for all independent measurement of service performance.

## II. MAIN GOAL

The main goal of the Transit-Time Measurement System (TTMS) is to measure service from the customer's point of view. The information gathered helps determine the effectiveness of system wide service performance in satisfying customer requirements.

## III. PRODUCT LINE SPECIFICATIONS: FIRST-CLASS MAIL®

### A.1 Background

The current External First-Class (EXFC) Measurement System produces daily, weekly, accounting period and quarterly estimates of originating, destinating and originating/destinating composite First-Class service performance for each of the 80 Performance Clusters from/to their overnight, two-day, and three-day service standard areas. Service performance is reported for First-Class Mail®. Characteristics reported include percent meeting service standard, and cumulative percent of mail arriving in one, two, three, four, and five days for each service standard. Service performance reports exclude Sundays and Federal holidays from service performance calculations. Reports are produced and delivered to USPS management electronically and in hardcopy format within ten days after the end of each postal quarter.

EXFC is conducted by employing a panel of "droppers" (people who induct mail) to enter specially manufactured test mail into the mail stream at pre-selected locations and on pre-determined dates. An independent reporter panel (people who receive mail) reports receipt of test mail. The resulting delivery information is compared to USPS delivery standards.

Induction of test mail occurs Monday through Saturday each week of the year, with the exception of Federal holidays. All test mail is entered into the mail stream via collection boxes, including those boxes served by the USPS that are at the bottom of chutes in publicly accessible buildings. EXFC test mail is not inducted in USPS lobbies.

Test mail is manufactured in a variety of shapes and sizes, including letters, flats and post cards. Test pieces are of differing colors, addressing styles, and indicia and are compatible with USPS automation and mechanization equipment. Finally, test pieces are not identifiable as such by USPS employees.

### A.3 Definition of First-Class Mail®

The definition of First Class Mail® is shown in Section E100 of the Domestic Mail Manual (DMM) located at [www.usps.com](http://www.usps.com). All test mail produced by the supplier must conform to published standards shown in the DMM for First Class Mail®.

### A.4 Metered First Class Mail®

Metering procedures are discussed in Section P030 of the DMM and, particularly, for First Class Mail® in Section P100 of the DMM.

### A.5 Test Mail Fabrication

The supplier must acquire materials and assemble test pieces. The USPS will provide postage for the test mail pieces. The USPS will provide postage for all communications between/from the supplier and the reporters and between/from the supplier and the droppers.

Test mail pieces must be produced to represent a wide variety of First-Class Mail®. It is the intent of USPS to have test mailpieces produced in a way that will not allow the test mail pieces to be identified as being included in this service performance test. Thus, a wide variety of sizes, colors, addressing types, and indicia characteristics must be utilized when producing the test mail pieces. The combination of mail types (see Appendix II) reflects the current mail mix and will be updated upon request.

Each postal quarter the supplier shall produce mail in the types and proportions shown in Appendix II, Description of First-Class Mail® Piece Types. The supplier will send mail

to each of the EXFC Performance Clusters in these types and proportions every postal quarter. The supplier must use automation compatible envelopes.

Each quarter the supplier must produce a breakdown of the number of each type of mail produced. The supplier shall produce the following tallies quarterly for each of Stamped and Metered First Class Mail® by letters, flats and post cards:

Print Type

Type 1

Type 2

.

Type n

Color

Color 1

Color 2

.

Color n

Window type

Type 1

Type 2

.

Type n

Return Address

Address 1

Address 2

.

Address n

Day of Entry into Mail stream

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Pre-barcoded Facing Identification Mark (FIM) A

PLANET Codes (see Appendix XII)

A.6 Physical Characteristics for First-Class Mail® (see Appendix II)

The following quarterly guidelines must be met for the characteristics of test mail:

Shape Characteristic	% of Quarterly Mailing	Sub Group %
Stamped, hand-addressed* letter	21.9	
One ounce or less		89
Greater than one ounce		11
Stamped, hand-addressed* flat	3.2	
Stamped, hand-addressed* post card	0.5	
Stamped and metered machine-addressed letter	68.8	
One ounce or less		93
Greater than one ounce		7
Metered machine-addressed flat	2.8	
Metered machine-addressed post card	2.8	

\* Handwritten addresses must not include cursive machine type and must be clear, neat and legible. All handwritten addresses must be in black ink.

#### A.6.1 Additional Characteristics

In addition to the shape characteristics defined above, the following must be met to ensure that the test pieces include many of the characteristics of mail that actually flow through the mail stream.

Test pieces will be mailed to a Performance Cluster from Performance Clusters in its overnight, two-day, or three-day service standard area in approximately the same relative proportions as volumes, derived from USPS sources.

Barcodes on the pre-barcoded mail pieces will be at the ZIP + 4 + 2 level. A Facing Identification Mark (FIM) A, as outlined in DMM Section C.100.5.2a, must be applied to some pre-barcoded pieces. All non-pre-barcoded mail pieces must have, at minimum, 5-digit ZIP Codes. PLANET Codes, as discussed in Appendix XII, must also be incorporated on at least 25 percent of the test mailpieces.

#### A.6.2 Size

The following table specifies sizes that must be used (refer to Appendix II):

Size	% of Stamped Quarterly Mailing	% of Metered Quarterly Mailing
3 5/8" x 6 1/2"	2 - 6	8 - 12
4 1/8" x 9 1/2"	21 - 25	19 - 23
Other	remainder	remainder

#### A.6.3 Color

No less than 60% and no more than 70% of the 3 5/8" and 4 1/8" envelopes must be white. Other colors must be automation compatible.

#### A.6.4 Windowed Envelopes and Return Addresses

Mail pieces must show a variety of formats for presentation of the address and return address. Cellophane-window and open-window envelopes, as well as, address labels must be utilized in the address. Preprinted return addresses, gummed labels, and handwritten addresses in various styles and formats must be used for the return address. All mail pieces inducted in the Caribbean must show Caribbean return addresses.

#### A.6.5 Automation Requirement

Mail pieces must be produced in a manner to ensure compatibility with USPS automated and mechanized equipment. Characteristics of test pieces that must meet these requirements include:

- Cellophane reflectance for all letters and flats
- Ink/envelope reflectance for all letters and flats
- Flexibility of 1.5 oz. letters
- Quality of machine printing, i.e., ink spray
- Height, width, and ink density of barcodes on pre-barcoded pieces
- Location of the address block in open window and cellophane window test pieces
- FIM A markings.
- PLANET Codes

The ink used for meter impressions must be "hot" or must be detectable by the Advanced Facer Cancellor System machines. Samples of all types of mail pieces must be tested for reflectance, automation compatibility and flexibility at various USPS field locations before being used in EXFC. The designated USPS COR must supervise this test. Thereafter, testing will be required at least twice a year throughout the course of the contract.

#### A.6.6 Changes in Mail Mix

The mail mix and percentages (as shown in Appendix II and Section III.D.5) may change should the USPS experience any significant shifts in the mail stream makeup. This should be reviewed annually.

#### A.6.7 Insert Sheets

All letters and flats must include an insert sheet, displaying the reporter's name, address and test piece ID number. Post cards must include an ID number.

#### A.6.8 Bundle Composition

The supplier must combine assembled test pieces into dropper bundles and must package and ship the bundles to droppers. Each bundle must contain no more than 40 pieces and include overnight, two-day and three-day service standard pieces. The relative proportion of mail in each bundle destined for the three different service standard areas must be approximately constant from bundle to bundle. This means overnight service standard pieces must be in proportion to the sample size shown for the two-day and three-day service standard pieces (see Section III.D.5.1).

The makeup of each service standard area, within each bundle, must include pieces for different destinating Performance Clusters. If there are ten or fewer test mail pieces required for a specific origin/destination pair in a postal quarter, then each one of these test mail pieces must be placed in a separate bundle. If there are eleven or more test mail pieces required for a specific origin/destination pair in a postal quarter, then no more than 20 percent of these pieces will be in the same bundle.

### B. Dropper Panel

#### B.1 Definition and Distribution

A dropper is a person who inducts test mail in the origin ZIP Code areas.

- No members of a dropper's household may be employed by the USPS or similar carriers, such as, but not limited to, Federal Express, Airborne, UPS and DHL.
- No members of a dropper's household may be employed by media organizations, such as radio, newspapers, television stations, etc.
- No dropper can be a reporter.

The supplier must maintain a sufficient number of droppers in order to induct no more than four bundles per induction day per Performance Cluster (see Section III.D.1.1).

#### B.2 Recruitment and Training

The supplier must recruit a panel of droppers and back-up droppers, create all training materials and provide training. The USPS COR must be provided with a copy of all dropper instructions.

The supplier is responsible for monitoring individual dropper errors. Droppers must be released from their duties if they commit three serious mistakes, which cause data to be deleted or changed. Examples of serious mistakes are 1) a dropper calling the supplier with information for a bundle that had not been inducted or 2) inducting a bundle in an Express Mail or "local only" collection box.

### B.3 Responsibilities

Test pieces must be entered into the mail stream in unbanded bundles. Droppers must induct mail during the allowable drop window that begins on the scheduled date of induction at 5:00 AM and continues until 30 minutes before the last scheduled pick up time. The only circumstance that a dropper will be allowed to induct mail prior to the induction day is when the last pickup time on the Collection Box Management System (CBMS) listing (this is provided to the supplier by the USPS) is later than the last pickup time posted on the selected collection box. In this instance only, the supplier may change the induction date from the day of the scheduled induction to the next day.

Droppers must record the following information from Decal 55, Collection Box Label (see Appendix VII): collection box ID number, last pickup time, address and date label printed. Any discrepancy must be reported to the supplier. If a discrepancy occurs concerning the last pickup time, Decal 55 information will determine the last pickup time.

The supplier will incorporate the use of cellular phones or other appropriate technology within the induction process. This technology, used by droppers to relay information at induction, will be checked for accuracy.

Droppers must notify the supplier, via the technology referred to above, of actual drop times and locations of all inductions on the day of induction. The supplier must produce documentation to USPS in all cases where changes to the original schedule occur. The supplier must also provide a report showing the number of times the scheduled induction date differs from the actual induction date for each dropper in every Performance Cluster. Finally, the supplier must develop a quality check to identify possible confidentiality breaches for droppers and reporters.

## C. Reporter Panel

### C.1 Definition and Distribution

Reporters account for the receipt of test mail pieces at their residence, business or P.O. Box.

### C.1.1 Business Reporters

Nationally, no more than ten percent of the reporters will be at business addresses. This rule does not apply if sufficient residential reporters cannot be recruited. Businesses selected must pick up their mail six days a week. Test mail pieces must not first be routed through a third party (i.e., mailroom) prior to being delivered to the reporter. The supplier must verify these requirements on a quarterly basis.

USPS may verify that the supplier has satisfied the restrictions of business reporters detailed above.

### C.1.2 Post Office Boxholder Reporters

Reporters may be Post Office boxholders. Boxholder reporters are only permitted as reporters if the PO Box is located at a United States Post Office. Boxholder reporters must know what time mail is available for pick-up and pick-up mail after that time six days (Monday through Saturday) a week. These issues must be addressed with boxholder reporters every postal quarter.

### C.1.3 Reporter Distribution

Reporters must be distributed in many 5-digit ZIP Codes to assure widespread representation of areas of mail delivery. To accomplish this representation, a two-step process will be used as shown below:

#### C.1.3.1 Distribution Across 3-Digit ZIP Code Areas

The USPS will provide the supplier with an electronic data file. This file will include the number of residential and business deliveries in each 5-digit ZIP Code within each 3-digit ZIP Code prefix listed in Appendix I. Using this file, the supplier must calculate the relative proportion of residential and business deliveries represented by each 3-digit ZIP Code in its associated Performance Cluster. The supplier must obtain household and business reporters in 3-digit ZIP Codes in proportions matching those derived from the residential and business deliveries.

#### C.1.3.2 Distribution Within 3-Digit ZIP Code Areas

Once the number of reporters in a 3-digit ZIP Code area has been determined using the procedure described above, the supplier shall rank-order the number of residential deliveries in each 5-digit ZIP within the 3-digit ZIP. Using these volumes, cumulative proportions of the total representation within the 3-digit ZIP shall be developed, and break points identified as close as possible to 33 1/3%, 66 2/3%, and 100% on the cumulative list. These break points stratify the 5-digit ZIPs into three groups. To the extent feasible, 1/3 of reporters in the 3-digit ZIP prefix shall be recruited from among each of the three groups of 5-digit ZIPs. In

addition, the supplier must attempt to recruit reporters from at least 50% of the 5-digit ZIP Codes within each group.

## C.2 Recruitment and Training

The supplier is responsible for recruiting a panel of residential and business reporters. The following items must be incorporated into the supplier's reporter recruitment process for all types of reporters:

- Reporters must be available to receive test mail each day, Monday through Saturday.
- Reporters must receive their mail at their street address or Post Office Box and not through a third party or mailroom.
- No members of a reporter's household may be employed by the USPS or similar carriers, i.e., Federal Express, Airborne, UPS and DHL.
- No members of a reporter's household may be employed by media organizations, i.e., radio stations, newspapers, and television stations.
- No reporter may be a dropper.

Continued communication between the supplier and the reporters is required. Reporters must be polled at least once a year to verify their willingness to participate. The supplier may combine the verification along with any other mailings to the reporter.

The supplier must replace unreliable reporters. If reporters are removed for any reason, the supplier must replace them.

The supplier must create all training materials and train reporters to identify test mail. The USPS COR must be provided with a copy of all reporter instructions.

## C.3 Responsibilities

On the day each test mail piece is received, reporters are required to write the date of receipt on the portion of the test piece that includes the test piece identification. Reporters must call the supplier within 24 hours of receipt to report the test mail. After the reporters call in the receipt information, they must place all insert sheets back into

the correct test envelopes. Reporters must retain EXFC test mail pieces for at least 60 days.

Reporters must notify the supplier if they are unable to receive mail for any reason. Such reasons may include vacation, illness and destruction of mailboxes. The reporter response rate must be at least 90%.

Boxholder reporters must supply the posted box mail available time to the supplier.

#### C.4 Return Address Panel

The Return Address Panel accounts for mail that is undeliverable to the address. When the EXFC and PETE return addresses on the test mailpieces and the meter indicia do not correspond with the induction location, the mail carrier collecting mail from the collection boxes may identify the test mail. Hence, the 3-digit ZIP Code in the return address on the test mailpiece must be in close proximity to the 3-digit ZIP Code of the induction location.

Members of the Return Address Panel must meet the following requirements:

- be able to receive returned mail at their address or P.O. Box,
- no members of their household may be employed by the USPS or similar carriers,
- no members of their household may be employed by media organizations, and
- may not be a reporter or a dropper for EXFC or PETE.

The panel member must retain the returned test mail pieces and send them to the supplier. Return Address Panel members must notify the supplier if they are unable to receive mail for any reason.

#### D. Induction and Quality Control

##### D.1 Induction Process

###### D.1.1 Randomization of Induction Points

The supplier must randomly select locations for induction of test pieces from the USPS Collection Box Management System (CBMS). For each origin Performance Cluster, the number of locations selected in 3-digit ZIP Codes is based on the origin 3-digit ZIP code Origin/Destination Information System (ODIS) volumes. Further, for each 3-digit ZIP Code, the number of locations selected in 5-digit ZIP Codes shall be in proportion to the number of regular collection boxes in the 5-digit ZIP Codes according to CBMS. The CBMS file description will be supplied upon contract award.

Randomly selected collection box locations are provided to the dropper on a quarterly basis. Droppers must randomly choose collection boxes associated with each induction day with the exception that no more than one location in a 5-digit ZIP Code is used for

induction on the same day. The supplier must perform inductions in a way which controls travel and other costs. Induction schedules must be developed and provided weekly in advance to USPS COR in electronic format.

#### D.1.2 Drop Window

The allowable drop window shall begin on the scheduled date of induction at 5:00 AM and continue to 30 minutes before the last scheduled collection time. The only circumstance that a dropper will be allowed to induct mail prior to the induction day is when the last pickup time in CBMS is later than the last pickup time posted on the selected collection box. In this instance only, the dropper may induct the test mail and change the induction date from the day of the scheduled induction to the next day.

#### D.1.3 Days and Weeks

Throughout the course of the postal quarter, test pieces must be inducted according to the following percentages by day of week:

Monday	19%
Tuesday	20%
Wednesday	17%
Thursday	16%
Friday	17%
Saturday	10%

The relative proportion of mail pieces inducted on each of these days must be within +/- three percent, e.g., the Monday range would be between 16 and 22 percent. Test mail volume flows to a Performance Cluster from each Performance Cluster in its overnight, two-day, or three-day service standard area must be inducted evenly across all weeks of a postal quarter.

#### D.1.4 Collection Boxes

If the collection times on the collection box label are not legible, missing, or if there is no label, droppers must be instructed to induct the test mail in a nearby alternate location with legible information. This location must not be within the same 5-Digit ZIP Code as any other bundles inducted the same day. If the alternate location has similar problems as the first, the dropper may induct the bundle and must notify the supplier. The supplier is then responsible for determining the last pick-up time for that collection location and the effective date of the induction. The supplier must report these occurrences to the USPS COR every accounting period.

CBMS will provide the necessary information for the supplier to ascertain the types (mixed, stamped, metered, local, etc.) of collection locations. The supplier must assure that only mixed, metered and stamped boxes are used. Metered test pieces may be inducted in metered only collection boxes. Stamped test pieces may be inducted in

stamped only collection boxes. Stamped and metered test pieces may be inducted in mixed collection boxes. Local, Priority and Express Mail boxes are prohibited for EXFC test mail piece inductions.

The date shown in the metered postmark must be the actual date of deposit for metered mail inductions.

## D.2 Frequency

The estimates must be computed and released every postal quarter by Performance Cluster (as defined for each three-digit ZIP Code(s) shown in Appendix I), Area and at the National level.

## D.3 Definitions

Origin is defined as the point at which the mail is entered into the mailstream. Entry points are collection boxes or collection receptacles of mail chutes in buildings that have posted USPS collection schedules.

Destination is defined as the point at which the postal customer regularly collects (receives) his mail. Examples of destinations are residential and business mailboxes and post office boxes.

The number of days to deliver is the number of calendar days that elapse between the derived date of induction (based on the induction time and the last scheduled pick-up time), and the date that the mail is reported received. The number of days to deliver is adjusted for Sundays and Federal Holidays (nondelivery days).

If the mail is reported received on a Monday or on the day immediately following a holiday, then the number of days to deliver is reduced by the number of nondelivery days immediately preceding the day the mail is reported to have been received. If the mail is reported received on a Tuesday or on one day past a holiday, the number of days to deliver is not reduced.

Examples:

Regular Workweek:

Induction Day of Week	Receipt Day of Week	Days to Deliver
Friday	Saturday	1
	Monday	2
	Tuesday	4
	Wednesday	5

In this example, an overnight piece is on time if delivered on Saturday, a two-day or three-day piece is on time only if delivered on Monday. Tuesday delivery would be late regardless of commitment.

Holiday Monday Workweek:

Induction Day of Week	Receipt Day of Week	Days to Deliver
Friday	Saturday	1
	Tuesday	2
	Wednesday	5

In this example, an overnight piece is on time if delivered on Saturday, a two-day or three-day piece is on time only if delivered on Tuesday. Wednesday delivery would be late regardless of commitment.

Average delivery time must be computed as an arithmetic mean, properly weighted by the specified sample design considerations for overnight, two-day, and three-day service performance areas.

#### D.4 Percent Delivered within Service Standards

The USPS will provide, in electronic format, the service standards for First Class Mail® between pairs of three-digit ZIP Codes. The supplier will compute the percentage of mail pieces that were delivered earlier than or on the standard for overnight, two-day, and three-day service performance areas. All 80 Performance Clusters have overnight, two-day and three-day service standards with the exception of Alaska (no overnight), Caribbean (no two-day) and Honolulu (no two-day). The supplier will also compute the cumulative percentage of mail pieces that were delivered in one, two, three, four, and five days. Percentages must take into consideration adjustments for Sundays and holidays, when warranted.

#### D.5 Volume Requirements

##### D.5.1 Test Volume

The following destinating volume of test mail is required for (destinating) estimates of combined stamped and metered First-Class Mail® service performance for each service performance cluster.

Sufficient test pieces will be entered into the mailstream each postal quarter for every destinating Performance Cluster to yield the following minimum sample pieces:

- 4785 pieces from the overnight service standard area reported and entered into the final file,
- 1500 pieces from the two day service standard area reported and entered into the final file, and
- 1500 pieces from the three day service standard area reported and entered into the final file.

The statistical precision is implicit in the mandated minimum sample sizes. The supplier will be required to specify the anticipated statistical precision deriving from the specified minimum sample sizes. The minimum sample size means the minimum and that the sample must be such that not one of the Performance Clusters will fall below the minimum in any quarter.

#### D.5.2 USPS Volume

The sample developed by the supplier must represent First-Class Mail® volume flows proportionately among the selected three-digit origin/destination ZIP pairs and must represent the actual overnight, two-day and three-day volume percent shown in the ODIS. Mail flows between EXFC Performance Clusters are based on ODIS 3-digit pair volume flows over the past three fiscal years. The number of pieces entered from each PC is in proportion to the ODIS origin volumes to the destination by service standard.

The USPS will provide the information necessary to be used in the creation of the weights for the development of the required estimates.

#### D.6 Documentation of Supplier Activities

The supplier must document computer programs that are used to select the sample, edit reporter data, and produce final reports. The supplier must maintain administrative records that verify response rates and actual responses of the reporters. The supplier must maintain records verifying reporter willingness to participate in the study. One copy of documentation sufficient to explain software, algorithms, calculations, and data flows used in computer programs must be supplied to USPS COR.

#### D.7 Retrieval and Storage of Test Mail Pieces

The USPS will request all overnight pieces from zero bundles. A zero bundle is a bundle in which all overnight pieces have failed to meet the service standard. These pieces must be maintained by the supplier for at least four (4) months and be made available to USPS personnel upon request. Information on the zero bundle test piece, such as the postmark date, postmark ZIP Code and the ID tag barcode must be captured.

#### D.8 Record Retention

The supplier is responsible for storing all records, hardcopy, tapes, and disks, generated by this study. When the contract is concluded, all records, including source code for the computer programs developed, must be transferred to USPS.

#### D.9 Reporter Data Accuracy

The supplier must validate the accuracy of reporter data and the USPS COR must receive information confirming this validation process.

The USPS may independently conduct tests of reporter accuracy. The supplier must fabricate sufficient additional test mail to test two reporters per postal quarter in each of the EXFC Performance Clusters upon USPS request. This test mail will not be used to measure service performance. The supplier shall also produce a report summarizing these results upon request.

#### D.10 Address Hygiene

The supplier must maintain the file of delivery addresses with address hygiene and other address correction products such as the Address Management System (AMS) and the National Change of Address (NCOA) prior to live implementation and during the length of the contract. Caribbean addresses must be closely monitored.

#### D.11 Reporter Address File

Address hygiene products must evaluate the potential reporter address file within two months of reporter selection. At monthly intervals thereafter, the supplier must run reporter addresses through the address hygiene products. The supplier must document receipt of information concerning change of addresses for reporters and how the address changes were handled for reporting purposes. The supplier must use the NCOA to monitor reporter address changes. The supplier must supply to USPS COR verification of address hygiene in accordance with the requirements.

### E. Deliverables

#### E.1 Quarterly Data Presentation

Data must be tabulated each USPS quarter. Sample report formats are shown below. While the formats listed may be changed upon mutual agreement, estimates of service to a Performance Cluster from a service standard area for total First Class Mail® are necessary.

##### E.1.1 Matrix Report Format (see Appendices IV and V)

#### SERVICE PERFORMANCE SUMMARY

#### DESTINATING SCORE, COMBINED INDICIA

OVERNIGHT				TWO DAY				THREE DAY				NATION			
%	+/	AVG	+/	%	+/	AVG	+/	%	+/	AVG	+/	%	+/	AVG	+/

PC OT RANGE DAYS RANGE OT RANGE DAYS RANGE OT RANGE DAYS  
 RANGE OT RANGE DAYS RANGE

A XX.XX X.XX X.XX X.XX XX.XX X.XX X.XX X.XX XX.XX X.XX X.XX X.XX XX.XX  
 X.XX X.XX X.XX  
 B XX.XX X.XX X.XX X.XX XX.XX X.XX X.XX X.XX XX.XX X.XX X.XX X.XX XX.XX  
 X.XX X.XX X.XX  
 C XX.XX X.XX X.XX X.XX XX.XX X.XX X.XX X.XX XX.XX X.XX X.XX X.XX XX.XX  
 X.XX X.XX X.XX  
 D XX.XX X.XX X.XX X.XX XX.XX X.XX X.XX X.XX XX.XX X.XX X.XX X.XX XX.XX  
 X.XX X.XX X.XX

AREA 1 TOTAL

AA XX.XX X.XX X.XX X.XX XX.XX X.XX X.XX X.XX XX.XX X.XX X.XX X.XX  
 XX.XX X.XX X.XX X.XX  
 BB XX.XX X.XX X.XX X.XX XX.XX X.XX X.XX X.XX XX.XX X.XX X.XX X.XX  
 XX.XX X.XX X.XX X.XX  
 CC XX.XX X.XX X.XX X.XX XX.XX X.XX X.XX X.XX XX.XX X.XX X.XX X.XX  
 XX.XX X.XX X.XX X.XX

AREA 2 TOTAL

.

AREA X TOTAL  
 NATIONAL TOTAL

This report must also be tabulated for an originating score for each service standard and the originating/destinating two/three-day composite.

E.1.2 Profile Report Format (see Appendices IV and V)

SERVICE PERFORMANCE PROFILE

DESTINATING SCORE, OVERNIGHT

PC	PERCENT DELIVERED WITHIN				
	1 DAY	2 DAYS	3 DAYS	4 DAYS	5 DAYS
A	XX.XX	XX.XX	XX.XX	XX.XX	XX.XX
B	XX.XX	XX.XX	XX.XX	XX.XX	XX.XX
C	XX.XX	XX.XX	XX.XX	XX.XX	XX.XX
D	XX.XX	XX.XX	XX.XX	XX.XX	XX.XX

## AREA 1 TOTAL

AA	XX.XX	XX.XX	XX.XX	XX.XX	XX.XX
BB	XX.XX	XX.XX	XX.XX	XX.XX	XX.XX
CC	XX.XX	XX.XX	XX.XX	XX.XX	XX.XX

## AREA 2 TOTAL

.

.

## AREA X TOTAL

## NATIONAL TOTAL

This report must also be tabulated for the originating score for each service standard.

### E.1.3 Additional Data Presentations

Use the format shown in Section III.E.1.2 to present data for each of the three service standard areas (overnight, two-day, and three-day). Performance Clusters, Area Offices and the Nation, as shown in Sections III.E.1.1 and III.E.1.2, require rollup reports. Ninety-five percent confidence intervals must be produced with the rolled-up estimates. Performance Clusters, Area Offices and the Nation, must reflect weighting of Performance Cluster scores by the volume associated with each Performance Cluster. See Appendix X for quarterly estimation formulas.

### E.2 Quarterly Reports

The end of the quarter results must be provided to the USPS within 10 calendar days of the end of the postal quarter. Supplier representatives are required to present the quarterly results to USPS personnel at USPS Headquarters the second Tuesday after the end of each postal quarter. USPS is responsible for release of the quarterly data to the appropriate internal and external customers.

Results will be supplied in the following formats:

- Bound hardcopy “results book” (4 copies, including one unbound copy) containing the reports listed in Appendix XV
- File containing the reports in Sections III.E.1.1 and III.E.1.2 in an electronic format (Appendix IV and V)
- File detailing information about each test mail piece used in computing quarterly service performance must be uploaded to the USPS mainframe. The required EXFC mail piece file layout is displayed in Appendix III.
- Hardcopy report of the sampling plan and estimation procedures for USPS review. This plan must include a detailed description of the sample design and

selection procedures, and the estimation procedures for First-Class Mail® service by performance cluster. The plan must also include a description of the computation methodology of standard error.

- Explanation of the development of the sample by induction and delivery points.
- Hardcopy report of the procedures used for recruiting reporters and droppers.
- One hardcopy of data cleaning instructions.
- Test postage safeguard process.
- Explanation of the accounting system used for service charges pertaining to shipping and mailing of test mail.

### E.2.1 Other Quarterly Reports

The reports listed in Exhibit XVI must be provided to the COR. One hard-copy of each report must be provided to the COR at the end of quarter results meeting. An electronic copy of each report will be sent to USPS personnel as designated by the COR.

### E.3 Interim Reports

The following interim reports are required:

- Electronic files uploaded to the USPS mainframe (see Appendix III, Layout of EXFC Daily/Weekly Data File):

Daily overnight results file by 11:30 a.m. Eastern Time (ET)  
Weekly 2- and 3-day results file by 2:00 p.m. ET each Tuesday

- Electronic files sent to USPS personnel via email:
  1. Excel spreadsheet containing weekly, AP-to-date and PQ-to-date results of pieces reported received, pieces meeting standard, percent meeting standard and estimated 95% confidence interval. This report will be generated by Performance Cluster alphabetically listed within USPS Area Offices and the nation. This report is for overnight, two-day and three-day service standards. This file must be transmitted by 2:00 p.m. ET each Tuesday.
  2. Excel spreadsheet containing a postal quarter-to-date report of pieces reported received, pieces meeting standard and percent meeting standard for every service standard for each zero bundle. A zero bundle is a bundle in which no overnight mail pieces were reported received on time. This report must be in alphabetical order by Performance Cluster within each Area by induction date. The 5-digit ZIP code of induction for each bundle must be displayed along with the collection box ID. Subtotals for each Performance Cluster must be displayed. This file must be transmitted by 2:00 p.m. ET each Tuesday.

3. Excel spreadsheet containing AP results for PLANET Code mail piece information on pieces read, pieces meeting standard, percent meeting standard and estimated 95% confidence interval. This report will be generated in alphabetical order by Performance Cluster within each Area and must include a National total. This report is for overnight, two-day and three-day service standards. This file must be transmitted by 11:30 a.m. ET each Wednesday.

## E.4 Other Interim Reports

### E.4.3 Collection Box Discrepancy Report (refer to Section III.B.3)

When the supplier receives discrepancies that droppers noted from collection boxes, they must be compared to the collection box information contained in the Collection Point Management System (CPMS), which resides on the USPS mainframe. USPS will provide access to this data. When the information collected by the dropper does not match the information in CPMS, a CPMS Comparison Report must be generated. These reports must be sent to the USPS by email every accounting period (formats will be provided at contract award).

## E.5 Summary of Deliverables

Service performance reports must be received on at least 90% of pieces mailed each postal quarter. Achievement of this response rate is the responsibility of the supplier and must be maintained at the Performance Cluster level. Four copies of the hard-copy quarterly books, discussed in Section III.E.2 above, must be generated and given to the USPS COR ten days after the end of the postal quarter. All other reports, referenced above must be generated and distributed as instructed.

## F. Oversight, Evaluation and Supplier Responsibility

### F.1 Oversight

USPS personnel, including but not limited to, the Contracting Officer (CO), COR, USPS Inspection Service and Office of the Inspector General (OIG), must be allowed access to production and administration facilities. USPS must also have access to all data and files maintained by the supplier so that checks can be performed. The supplier must provide the necessary personnel clearances and space for verification activities by USPS personnel.

### F.2 Evaluation

USPS will evaluate the supplier's work at least once a year. Evaluations will cover the scope of all operations conducted by the supplier for the EXFC service performance measurement study, including, but not limited to, verification of:

- entry of mail into the mail stream
- reporter information
- data processing for sample selection and report production

The USPS COR will discuss the outcome of the evaluation with the supplier to determine the appropriate remedies within the scope of the contract.

The supplier must develop an understanding of the use and purpose of EXFC. The supplier is required to maintain a responsive working relationship with the USPS COR.

### F.3 Supplier Responsibility

The supplier must provide the services of professional statisticians (at least one senior statistician and one subordinate statistician) with in-depth knowledge of sampling techniques (includes design), estimation methods, and variance estimation methods.

The USPS Contracting Officer must be contacted in writing when there are any changes in key personnel associated with the project. (Reference Section H, Definition of Key Personnel, clause OB-165, of the solicitation.)

The supplier must provide documentation of the work being done and briefing on the progress on activity to the USPS COR or designee(s), along with specifically described reports, on a monthly basis and as requested.

The COR or designee(s) must be kept fully informed during the execution of the research and development phase of this effort as well as during the implementation phase. The supplier shall consider the COR or designee(s) as the Customer Satisfaction Measurement group liaison throughout the duration of this contract.

The supplier is required to have physical security at the supplier's computer site to ensure that documents, computers and equipment, related to this contract are protected.

The supplier is required to provide a written disaster recovery plan and documented system development life cycle for all computerized systems.

## IV. PRODUCT LINE SPECIFICATIONS: PRIORITY MAIL

### A.1 Background and Program Overview

The USPS requires measurement of service performance for identified Priority Mail. This service has been designed for domestic articles of First-Class Mail® weighing more than 13 ounces and, at the mailer's option, any other mail matter (including regular First-Class Mail®) weighing 13 ounces or less. The maximum weight limit for domestic Priority Mail is 70 pounds.

To provide customers with better and more competitive service, the USPS is interested in measuring identified Priority Mail overnight and two-day service reliability of delivery in relation to its service standard. Reports are produced and delivered to USPS management within ten days after the end of each postal quarter.

Starting in FY2006, the USPS will establish a new National Performance Assessment (NPA), Voice of the Customer (VOC) indicator for Priority Mail service. The measurement system that will be used is the Product Tracking System (PTS) for Delivery Confirmation Priority Mail Retail (DCPM-R). Consumer Affairs has been tasked to validate the DCPM-R service performance information generated from PTS. To accomplish this goal, the Priority Mail Validation System (PMVS) will be developed.

There are two components to the proposed Priority Mail Validation System.

#### **Component 1: DCPM-R Validation:**

The first component will provide scores estimating the match rate between delivery scans from the Product Tracking System, and IBM reporter receipt for Priority Mail pieces with Delivery Confirmation. To achieve a direct comparison of piece-level data, all pieces in the validation system must have Delivery Confirmation service and must be inducted over the counter at post offices. In order for a piece to be usable in the Validation system, it would need to have the following:

- Stop-the-clock scan (the first STC scan determines the match rate)
- Reporter receipt date
- Acceptance scan that matches the induction date
- Overnight or two-day service standard

#### **Component 2: Priority Mail End-to-end Measurement, "PETE-Validation":**

The second component is a reduced version of the PETE study as conducted until September 30, 2005. It will measure the percent of Priority Mail delivered on-time by induction method. It will contain only Priority Mail pieces, and no pieces in this Component will have Delivery Confirmation as an added or included service.

#### A.1.b Components of PETE Prior to FY 2006; Used as Benchmark for PMVS Design

Where possible, PMVS should mimic the design of the PETE system used prior to the beginning of FY 2006.

Design elements of that system (PETE prior to FY 2006) included:

- weekly, monthly and quarterly estimates of originating, destinating and originating/destinating composite Priority Mail service performance for each of the 80 Performance Clusters
- a design producing statistically reliable estimates, annually, of destinating Priority Mail service performance for all 80 Performance Clusters. The supplier will also provide originating and originating/destinating composite estimates, but they may not necessarily achieve the desired precision based on the destinating-based nature of the system design.
- use of droppers and reporters to induct (“drop”) mail and to receive and report back to the supplier the arrival of mail (“reporters”)
- a design encompassing 302 3 digit ZIP Codes, from their overnight and two-day service standard areas
- a design representing approximately 70% of the nation's destinating, identified Priority Mail volume
- sampling in proportion to the mail flows from each of the 80 Performance Clusters, using selected three-digit ZIP Code origin areas, to all 80 Performance Clusters, using selected three-digit ZIP Code destination areas (shown in Appendix XI)

#### A.1.c Conducting the tests - Overview

Using the methodology of PETE as existed before PMVS, this new study will be conducted by employing a panel of "droppers" (people who induct mail) to enter specially manufactured test mail into the mail stream at pre-selected locations and on pre-determined dates. An independent reporter panel (people who receive mail) reports receipt of test mail. The resulting delivery information is compared to USPS delivery standards.

Induction of test mail will occur Monday through Saturday each week of the year, with the exception of Federal holidays. Priority Mail will be inducted at a post office window or a collection box (unbanded).

Test mail is manufactured in a variety of shapes and sizes. Test pieces are not identifiable as such by USPS employees.

#### A.2 Definition of Priority Mail

The definition of Priority Mail is shown in Section E120 of the Domestic Mail Manual (DMM) located at [www.usps.com](http://www.usps.com). All test mail produced by the supplier must conform to published standards shown in the DMM for Priority Mail.

### A.3 Marking or Identifying Priority Mail for Testing Procedures

The marking "Priority" or "Priority Mail" must be placed prominently on the address side of each piece of single-piece rate Priority Mail. In other words, single-piece Priority Mail must be clearly identified in order to be assured the proper service, even though all First-Class Mail® weighing more than 13 ounces is, by definition, Priority Mail. Priority Mail is considered to be clearly identified as such if and only if it is placed in a USPS Priority Mail envelope or box or marked with USPS Priority Mail labels or tape. Handwriting, printing, or rubber-stamping the words "priority mail," on an envelope or payment of postage at Priority Mail rates is insufficient to categorize the piece as identified Priority Mail

### A.4 Test Mail Fabrication

The supplier must acquire materials and assemble test pieces. The USPS will provide postage, Priority Mail envelopes, Priority Mail boxes, Priority Mail labels, and Priority Mail tape for Priority Mail test pieces. The USPS will provide postage for all communications between/from the supplier and the reporters and between/from the supplier and the droppers. The USPS will provide all shipping costs for test mail bundles shipped to droppers.

The supplier must provide any other material necessary to fabricate test mail pieces that are not supplied by the USPS (see Appendix IX). The supplier must maintain quality control to ensure test mail pieces meet all mailing requirements.

### A.5 Induction Methods

The induction (mailing) methods for each component must be structured to meet the design that fulfills the requirement of the measurement. These induction methods are as follows:

#### **Component 1: DCPM-R Validation**

As all DCPM-R pieces are inducted over the counter, this validation process of this type of mail must have 100% of the inductions made over the counter, and must have Delivery Confirmation.

#### **Component 2: Priority End-To-End Measurement**

This component will have approximately 50% of all pieces induction in collection boxes, and approximately 50% over the counter *at a national level*. No pieces will have Delivery Confirmation. Small Business Inductions, used in previous surveys, have been discontinued. This design provides an evaluation of how mail which was not inducted in a post office performs, as well as how Priority Mail without Delivery Confirmation, but inducted at the same point (Post Office window), performs.

## A.6 Types of Reporters

The reporter panel shall consist of a roughly even mix: business reporters must receive approximately 50 percent of test mail; household reporters must receive approximately 50 percent. No reporters may receive their mail through a third party, since the object of the study is to measure on-time performance to the addressed recipient, and there is no means of determining whether a third party has delivered the piece promptly. Business reporters selected must be open to receive the delivery of their mail six days a week.

### A.7.a Kit Types

The Postal Service and, by extension, its supplier will continue to modify test kits to remain responsive to the mixture of types of packaging in the actual mailstream. To begin the new (revised) measurement program as of October 1, 2005, the following Priority Mail test kits will be retained from the current stock of kits:

- the flat rate envelope
- the video box

Consumer Affairs and the supplier can assess the need for changes to kit types and may implement such changes or additions to the kit selection at any time.

### A.7.b Postage for Kit Types (PETE Validation Only)

The supplier may, at their initiative, request permission from Consumer Affairs to limit the types of postage used on the PETE Validation kits. The intention is to maintain confidentiality, as using meter imprints on kits may lead to recognition of kit materials (due to TARGET Mail reviews of Priority Mail pieces). It may also maximize possible cost savings opportunities. Postage for over-the-counter inductions will be purchased during the induction at the post office.

### A.7.c Changes To Kit Types.

The number and type of kits is expected to remain flexible and will be modified as changes in the customer mailstream are noted. In making such changes the goal is to maintain consistency so comparisons made over time have validity. The main criteria are:

- consistency of kits over time
- how representative is the kit to current Priority Mail characteristics
- cost
- ability to implement (e.g. for a new set up, risk to confidentiality)

Changes will be made based on a joint decision by the supplier and the Consumer Affairs office of the Postal Service, as represented by Customer Knowledge Management's Transit Time Measurement System team. Changes to kit types will normally be based on observations of the mail (surveys) where random samples will be

reviewed to determine whether the kits in use reflect mailpieces common to, and therefore representative of, actual mail.

#### A.7.d Tests of Kit Changes

When kits are changed, they will be tested where possible to determine if there is an adverse result. Consumer Affairs accepts monitoring performance results of redesigned kits an adequate test where comparisons to previous performance or performance in other similar transit lanes demonstrates a reasonable similarity in results.

#### A.7.e Further Testing of Kits

If Consumer Affairs requests a special PETE kit test using sample PETE pieces, the supplier will provide a cost estimate of the labor and expenses to conduct the special test.

### B. Dropper Panel

#### B.1 Definition and Distribution

A dropper is a person who inducts test mail in the origin ZIP Code areas.

- No members of a dropper's household may be employed by the USPS or similar carriers, such as, but not limited to, Federal Express, Airborne, UPS and DHL.
- No members of a dropper's household may be employed by media organizations, such as radio, newspapers, television stations, etc.
- No dropper may also be a reporter

The supplier must maintain a sufficient number of droppers in order to induct no more than four bundles per induction day per Performance Cluster (see Section IV.D.1.6.1).

#### B.2 Recruitment and Training

The supplier must recruit a panel of droppers and back-up droppers, create all training materials and provide training. The supplier must develop and distribute to each dropper instructions providing for the collection of data, test contingencies, other information and follow up with a complete telephone briefing of their responsibilities. The USPS COR will be provided a copy of these instructions.

The supplier must contact any droppers that have not reported induction information on the scheduled induction day. All problems, including deviations from and exceptions to the forecasted inductions must be documented and reported.

The supplier is responsible for monitoring individual dropper errors. Droppers must be released from their duties if they commit three serious mistakes that cause data to be deleted or changed.

### B.3 Responsibilities

Droppers must verify the contents of each bundle and report any deviation from a master list prior to induction. Test pieces must be entered into the mail stream in unbanded bundles in collection boxes or over-the-counter.

#### B.3.a Times inductions are allowed

Droppers must induct mail during the allowable drop window that begins on the scheduled date of induction at 5:00 AM. The window for inductions continues until 30 minutes (one half hour) before the last scheduled collection time for collection box inductions, and 30 minutes (one half hour) before the last dispatch time for over-the-counter inductions. All over-the-counter inductions should be completed by 5:00PM or prior to the Last Dispatch of Value (if known), whichever is earlier.

#### B.3.b Prior day inductions

The only circumstance that a dropper will be allowed to induct mail prior to the induction day is when the last pickup time in the dropper's randomized listing (from CPMS) is later than the last pickup time as posted on the selected collection box. In this instance only, the supplier may change the induction date from the day of the scheduled induction to the next day. Any discrepancy in the Label 55 on the mailbox must be reported to the supplier.

#### B.3.c Notification of supplier of induction by droppers

Droppers must notify the supplier of actual drop times and locations of all inductions on the day of induction. All dropper documentation must be available for review by the USPS COR. The dropper must report all deviations from plan to the supplier for all test pieces.

#### B.3.d Recording of information by droppers

Droppers must maintain an induction log as part of the routine paperwork associated with each induction. If a discrepancy occurs concerning the last pickup time, Decal 55 information will determine the last pickup time. Droppers must record the following information from the Decal 55 (collection box label, see Appendix VII) for all collection box inductions: collection box ID number, the last pickup time, address of the collection box and the date label printed. Any discrepancy must be reported to the supplier. Droppers must record the induction time, date and the location for all over-the-counter inductions.

## C. Reporter Panel

The supplier must recruit sufficient reporters located in the destination ZIP Code areas to ensure that reported results will be based on valid data within the overnight and two-day service standard. The reporter response rate must be at least 90%.

### C.1 Reporter Distribution

The following PETE requirements for reporter distribution will need to be assessed for feasibility by the supplier once the study volume and reporter panel requirements are defined.

Reporters must be distributed in many 5-digit ZIP Codes to assure widespread representation of areas of mail delivery. To accomplish this representation, a two-step process will be used as shown below in Sections IV.C.1.1 and IV.C.1.2.

#### C.1.a Distribution Across 3-Digit ZIP Code Areas

The USPS will provide the supplier with an electronic data file, which includes the number of residential and business deliveries in each 5-digit ZIP Code within each 3-digit ZIP Code prefix listed in Appendix XI. Using this file, the supplier must calculate the relative proportion of residential and business deliveries represented by each 3-digit ZIP Code in its associated Performance Cluster.

#### C.1.b Distribution Within 3-Digit ZIP Code Areas

Once the number of reporters in a 3-digit ZIP Code area has been determined using the procedure described above, the supplier must rank-order the number of residential and business deliveries in each 5-digit ZIP within the 3-digit ZIP. Using these volumes, cumulative proportions of the total representation within the 3-digit ZIP must be developed, and break points identified as close as possible to 33 1/3%, 66 2/3%, and 100% on the cumulative list. These break points stratify the 5-digit ZIPs into three groups. To the extent feasible, 1/3 of reporters in the 3-digit ZIP prefix must be recruited from among each of the three groups of 5-digit ZIPs. In addition, the supplier must attempt to recruit reporters from at least 50% of the 5-digit ZIP Codes within each group.

### C.2 Recruitment and Training

The supplier is responsible for recruiting a panel of residential and business reporters. The following items must be incorporated into the supplier's reporter recruitment process for all types of reporters:

- Reporters must be available to receive test mail each day, Monday through Saturday.

- Reporters must receive their mail at their street address or Post Office Box and not through a third party or mailroom.
- No members of a reporter's household may be employed by the USPS or similar carriers, i.e., Federal Express, Airborne, UPS and DHL.
- No members of a reporter's household may be employed by media organizations, i.e., radio stations, newspapers, and television stations.
- No reporter may also be a dropper.

Continued communication between the supplier and the reporters is required. Reporters must be polled at least once a year to verify their willingness to participate. The supplier may combine the verification along with any other mailings to the reporter.

The supplier must replace unreliable reporters. If reporters are removed for any reason, the supplier must replace them.

The supplier must create all training materials and train reporters to identify test mail. The USPS COR must be provided with a copy of all reporter instructions.

### C.3 Responsibilities

On the day each test mail piece is received, reporters are required to write the date of receipt on the portion of the test piece that includes the test piece identification. Reporters must call the supplier within 24 hours of receipt to report the test mail. After the reporters call in the receipt information, they must place all insert sheets back into the correct test envelopes. Reporters must retain PETE stamped test mail pieces for at least 30 days.

### C.4 Post Office Boxholder Reporters

Reporters may be Post Office boxholders. Boxholder reporters are eligible as reporters if the PO Box is located at a United States Post Office. The P.O. Box should be of sufficient size so that any test mail piece will fit inside. When a boxholder reporter receives notification to pick up mail at the counter, the receipt date will be recorded as unknown. In addition, the supplier must ensure boxholder reporters pick up mail six days per week. Boxholder reporters must know the posted box mail available time and pick up mail after that time. These issues must be addressed with all boxholder reporters every six months.

### C.5 Return Address Panel

The Return Address Panel accounts for mail that is undeliverable to the address. When the EXFC and PMVS return addresses on the test mailpieces and the meter indicia do not correspond with the induction location, the mail carrier collecting mail from the collection boxes may identify the test mail. Hence, the 3-digit ZIP Code in the return address on the test mailpiece must be in close proximity to the 3-digit ZIP Code of the induction location.

Members of the Return Address Panel must meet the following requirements:

- be able to receive returned mail at their address or P.O. Box,
- no members of their household may be employed by the USPS or similar carriers,
- no members of their household may be employed by media organizations, and
- may not be a reporter or a dropper for EXFC or PMVS.

The panel member must retain the returned test mail pieces and send them to the supplier. Return Address Panel members must notify the supplier if they are unable to receive mail for any reason.

## D. Induction and Quality Control

### D.1 Induction Process

#### D.1.a Collection Boxes

Droppers must induct mail in the collection boxes between the hours of 5:00 am and 30 minutes prior to the last pick-up time posted on the Label 55. The only circumstance that a dropper will be allowed to induct mail prior to the induction day is when the last pickup time from the dropper's randomized listings (in CPMS) is later than the last pickup time posted on the selected collection box. The dropper may induct the test mail and IBM may then change the induction date from the day of the scheduled induction to the next day.

CPMS will provide the necessary information for the supplier to ascertain the types (mixed, stamped, metered, local, etc.) of collection boxes. The supplier must assure that only mixed, metered, stamped and Priority collection boxes are used. Local and Express Mail collection boxes are prohibited for inductions.

#### D.1.b Over-the-Counter

Droppers must induct mail over-the-counter in post offices during the authorized drop window. The authorized drop window begins when the retail window opens and ends 30 minutes prior to the posted last dispatch time. (Refer to Section IV.A.4)

### D.2 Induction Days

Throughout the course of the postal quarter, test pieces must be inducted, at the national level, according to the following percentages by day of week:

Monday	19%
Tuesday	20%

Wednesday	17%
Thursday	16%
Friday	17%
Saturday	10%

The relative proportion of mail pieces inducted on each of these days must be within +/- three percent, e.g., the Monday range would be between 16 and 22 percent. Test pieces must be inducted in roughly equal volumes each week of the postal quarter.

### D.3 Induction Weeks

Test pieces must be inducted in roughly equal volumes each week of the postal quarter.

### D.4 Randomization of Induction Points

Inductions are not to occur over-the-counter or in a collection box within the same 5-digit ZIP Code area on the same induction day.

#### D.4.a Collection Box Induction Points

The supplier must randomly select locations for induction of test pieces from the USPS Collection Point Management System (CPMS). For each origin performance cluster, the number of locations selected in 3-digit ZIP Codes is based on the origin 3-digit ZIP code ODIS volumes. Further, for each 3-digit ZIP Code, the number of locations selected in 5-digit ZIP Codes shall be in proportion to the number of regular collection boxes in the 5-digit ZIP Codes according to CPMS. The CPMS file description will be supplied upon contract award.

Randomly selected collection box locations are provided to the dropper on a quarterly basis. Droppers must randomly choose collection boxes associated with each induction day with the exception that no more than one location in a 5-digit ZIP Code is used for induction on the same day.

#### D.4.b Over-the-Counter Induction Points

Inductions made Over-the-Counter at retail units are selected at random. When the number of retail units are limited within a 3-Digit ZIP Code, an induction point may be cautiously selected more than once in a postal quarter. Dropper identification must be protected.

### D.5 Induction Schedules

The supplier must perform inductions in a way that controls travel and other costs. Induction schedules must be developed and provided weekly in advance to the USPS COR in electronic format.

The supplier must produce documentation to USPS in all cases where changes to the original schedule occur. The supplier must also provide a discrepancy report showing the number of times the scheduled induction date differs from the actual induction date for each dropper in every Performance Cluster (see Section III.E.4, Other Reports).

#### D.6 Quality Assurance for Test Mail Induction

The supplier must maintain quality assurance levels for the induction of test mail. The supplier must provide for data collection, data screening, data editing, and data entry services for reporters and droppers. Information on induction logs must be verified against the planned induction dates, times, locations and methods of entry.

#### D.7 Address File – Frequency of Address Hygiene

The address file containing the potential reporters must be evaluated by address hygiene products not more than two months prior to the selection of reporters. The supplier must run the reporter addresses through the address hygiene products at monthly intervals.

#### D.8 USPS to Provide PTS Data -- Percent Matching and Percent Delivered within Service Standards

The USPS will provide, in electronic format, the PTS data for all pieces tested in PMVS. The supplier will then generate a match rate comparing the stop-the-clock scan of the Delivery Confirmation Priority Mail - Retail (DCPM-R) pieces with the actual receipt date based on the reporter's receipt.

#### D.9 USPS to Provide Priority Mail Service Standards Data

The USPS will provide, in electronic format, the service standards for Priority Mail between pairs of three-digit ZIP Codes. The supplier will compute the percentage of mail pieces that were delivered earlier than or on the standard for overnight and two-day service performance areas. The supplier will also compute the cumulative percentage of mail pieces that were delivered in one, two, three, four, and five days. Percentages must take into consideration adjustments for Sundays and holidays, when warranted.

#### D.10 Volume Requirements

The supplier must present, for USPS review and approval, a sample, which is nationally representative of domestic Priority Mail performance within the specified

Origin/Destination ZIP Code matrix. The sample consists of the largest-volume three-digit ZIP Code origins within the 80 Performance Clusters and the largest volume three-digit ZIP Code destinations within the 80 Performance Clusters. The sample developed by the supplier must represent the actual Priority Mail flows.

#### D.10.a Source Data for Volumes

Priority Mail volumes from the Origin/Destination Information System (ODIS) will be used to measure the flow of Priority Mail through the Postal Service's systems and the supplier will use these volumes in the design of their system. The supplier will use the most recent 12 quarters of ODIS data to estimate Priority Mail volumes. Each quarter, the USPS will provide the most recent quarter of ODIS data to the supplier in accordance with the beginning of quarter production schedule.

#### D.10.b Volume of test pieces and Precision Level

The specifications for the sample are set as follows:

##### DCPM-R Validation:

- 196 pieces per Performance Cluster per Quarter, based on testing in three Quarters.\*
- Precision Level is set at 2% annually for the Total Network match rate.
- Total National volume = 47,040 annually.  
*Allows for Exclusion period.*

##### PETE Validation:

- 196 pieces per Performance Cluster per Quarter, based on testing in three Quarters.\*
- Precision Level is set at 3% annually for the Total Network on time performance.
- Total National volume = 47,040 annually.  
*\* Allows for Exclusion period.*

#### D.11. Treatment of volumes per transportation mode

In the PETE study as conducted until September 30, 2005, there were no set percentages of volumes per transportation mode. This method (observing and testing mail in the modes as used, rather than design a system by the modes) is retained from the prior system design.

#### D.12 Exclusion Period

The Exclusion Period will be honored by both the DCPM-R and the PETE Validation system. No testing will occur during the Exclusion Period.

#### D.13 USPS Service Standard (not used as sample design parameter)

In the PETE study as conducted until September 30, 2005, there were no set percentages of volumes per service standard. This method (observing and testing mail according to the service standards set forth by ODIS, rather than design a system with a fixed service standard volume) is retained from the prior system design.

All 80 Performance Clusters have overnight two-day and three-day service standards with the exception of Alaska (no overnight), Caribbean (no two-day) and Honolulu (no two-day). Three-day mail will be excluded from the test. Honolulu and Caribbean will have only surface pieces allocated to ZIP Code pairs according to ODIS volumes. Alaska will only have air pieces.

#### D.14 Documentation of Supplier Activities

The supplier must document computer programs (source code) used to select the sample, edit reporter data, and produce final reports. The supplier must maintain administrative records that verify response rates and actual responses by the reporters. The supplier must maintain records verifying reporter willingness to participate. One copy of documentation sufficient to explain algorithms, calculations, and data flows used in computer programs must be supplied to USPS COR.

#### D.15 Retrieval and Storage of Test Mail Pieces

The reporters must retain all Priority Mail test pieces for 30 days. The supplier, upon request of the USPS, will retrieve Priority Mail test pieces from the reporters in order to answer specific inquiries. This retrieval process occurs infrequently (less than 50 pieces per year).

#### D.16 Retention of Records

The supplier is responsible for storing all records, hardcopy, tapes, and disks, generated by this study. When the contract is concluded, all records must be transferred to USPS, including the source code for the computer programs developed.

#### D.17 Reporter Data Accuracy

The supplier must validate the accuracy of reporter data. The supplier must produce a quarterly report summarizing the results. USPS may independently conduct test of reporter accuracy. To support any USPS test, the supplier must fabricate sufficient additional test mail to test two reporters per postal quarter in each of the Priority Mail Performance Clusters. This test mail will not be used to measure service performance.

#### D.18 Address Hygiene

The supplier must maintain the file of delivery addresses with address hygiene and other address correction products such as Address Management System (AMS) and National Change of Address (NCOA) both prior to and during the length of the contract. Caribbean addresses must be closely monitored.

#### D.18.a Address Labels

The supplier must address, code, and apply address labels to the test pieces. Address information on documents sent to droppers must be verified against information on address labels.

#### D.19 Assembling and Shipment of Test Mail Pieces

The supplier must combine assembled test pieces into dropper groups (“bundles”) and must package and ship test pieces to droppers. A bundle size of an average of four pieces is recommended, with the understanding the supplier may vary the size to meet induction volume requirements or to maintain confidentiality.

#### D.20 Desirability of Mixed Service Standards Within a Bundle

Consumer Affairs recognizes the desirability of mixed service standards inclusion of an overnight piece) within the bundle. However, given the reduction of sample size in the migration from PETE to PETE Validation, Consumer Affairs requests only that the supplier include an overnight piece when possible, and further that any bundle include no more than one overnight piece to encourage the spread of this type of volume over a greater number of bundles.

#### D.21 Documentation

The supplier must supply to USPS COR verification of address hygiene in accordance with the requirements above.

#### D.22 Reporter Address File

The supplier must document receipt of information concerning address changes of reporters and how these were handled for reporting purposes.

Reporters must be polled at least twice yearly to verify address accuracy. The supplier must use the NCOA to monitor reporter address changes.

### E. Deliverables

The supplier must provide both written reports and electronic format of valid data records. Tables of Priority Mail results are to be aggregated at the Performance Cluster, Area Office and National levels. The supplier must provide files and file formats

for test mail service performance data. The supplier will be responsible for maintaining the performance data confidentiality.

The supplier shall provide the following items:

- Three hardcopies of the sampling plan and estimation procedures for USPS review and approval. This plan must include a detailed description of the sample design and selection procedures, and the estimation procedures for Priority Mail service by performance cluster. The plan must also include a description of the computation methodology of standard error.
- Development of the sample by induction and delivery points.
- Hardcopy report of the procedures used for recruiting reporters and droppers. {assuming this is not necessary if procedures do not change}
- Seven copies of the final report on test description/execution and data tabulations.
- One copy of data cleaning instructions.
  - Study results presentation to USPS management at USPS HQs.
  - Test postage safeguards.
- A service charge accounting system for shipping and mailing test mail.

#### E.1 Quarterly Reports

End of quarter results must be provided to the USPS within 10 calendar days of the end of the postal quarter. Results will be supplied in the following formats:

Bound hardcopy "results book" (3 copies, including an unbound copy) containing the reports (specifics to be provided at contract award)

File detailing information about each test mail piece used in computing quarterly service performance must be uploaded to the USPS mainframe. The required file layout is to be determined jointly.

Weekly file transmission to the USPS main frame by 2:00 p.m. ET every Tuesday. An electronic backup capability must also exist.

There is currently no requirement for daily Priority Mail uploads to the mainframe. However, the supplier must have the capability to produce Priority Mail reports on a daily basis.

## E.2 Electronic files sent to USPS personnel via email:

1. Excel spreadsheet containing weekly, month-to-date and Quarter-to-date results of pieces reported received, pieces meeting standard, percent meeting standard, and estimated 95% confidence level. This report will be generated by Performance Cluster alphabetically listed within USPS Area Offices and a National total. This report is for overnight and two-day service standards within the surface and air transportation networks. Service performance for each transportation network must be calculated and reported. These weekly reports are required and must be transmitted to USPS personnel via email by 11:30 a.m. ET every Tuesday.
2. Excel spreadsheet containing a postal quarter-to-date report of pieces reported received, pieces meeting standard and percent meeting standard for every service standard for each failed bundle. A failed bundle is a bundle which no mail pieces were reported received on time. This report must be in alphabetical order by induction date. The 5-digit ZIP code of induction for each bundle must be displayed along with the collection box ID with the exception of over-the-counter and small business inductions. Failed bundles that were inducted over-the-counter must only show the 3-digit ZIP code of induction. Subtotals for each Performance Cluster must be displayed. These weekly reports are required and must be transmitted to USPS personnel via email by 11:30 a.m. ET every Tuesday.
3. Match Rate Report that provides a comparison of the PTS stop-the-clock date and the PMVS /PETE receipt date. The report should provide PC level results and have the same columns as the EMVS Validation Report.

## E.3 Report evaluation

Consumer Affairs requires the supplier to provide, along with the technical approach for the PETE Validation study, a list of reports that may be the most feasible methodology for reporting this new study. Consumer Affairs reserves the right to review all recommended reports, accept or reject reports from this list, and request other reports to satisfy its business needs for monitoring and controlling the PETE Validation system.

## E.4 Delivery of Reports

Such reports as are agreed to (pursuant to E.3, above) shall be delivered to Consumer Affairs by the supplier within 10 working (excluding Saturday, Sunday, and all Holidays) of the end of the Quarter that is the subject time period of the Reports.

## F. Oversight, Evaluation and Supplier Responsibility

### F.1 Oversight

USPS personnel, including but not limited to the Contracting Officer (CO), COR, USPS Inspection Service and the Office of the Inspector General (OIG) must be allowed access to production facilities. USPS must also have access to mail entry logs so mail entry checks can be performed. The supplier must provide the necessary space and clearances for the USPS personnel to perform verification activities.

## F.2 Contract Evaluation

USPS will evaluate the supplier's work periodically. Evaluations will cover the scope of all operations conducted by the supplier for the Priority Mail service performance measurement study. The USPS COR will discuss the evaluation with the supplier to determine the appropriate remedies within the scope of the contract.

## F.3 Supplier Responsibility

The supplier must provide the services of professional statisticians (at least one senior statistician and one subordinate statistician) with in-depth knowledge of sampling techniques (includes design), estimation methods, and variance estimation methods.

The USPS Contracting Officer must be contacted in writing when there are any changes in key personnel associated with the project. (Reference Section H, Definition of Key Personnel, clause OB-165, of the solicitation.)

The supplier must provide documentation of the work being done and briefing on the progress on activity to the USPS COR or designee(s), along with specifically described reports, on a monthly basis and as requested.

The COR or designee(s) must be kept fully informed during the execution of the research and development phase of this effort as well as during the implementation phase. The supplier shall consider the COR or designee(s) as the Customer Satisfaction Measurement group liaison throughout the duration of this contract.

The supplier is required to have physical security at the supplier's computer site to ensure that documents, computers and equipment, related to this contract are protected.

The supplier is required to provide a written disaster recovery plan and documented system development life cycle for all computerized systems.

## V. SPECIAL AD-HOC REPORTS (DELIVERY ORDERS)

### A. Background

Throughout the duration of this contract there will be specific EXFC and PETE requests for ad-hoc work. Due to the varied nature of the work, the supplier must perform the work as a combination of designated efforts and groups of efforts within a limited total commitment of time and costs to comply with USPS' objectives. Work on specific ad-hoc efforts or groups of efforts will be initiated by written authorization of the USPS Contracting Officer under a separate delivery order arrangement to this contract. The delivery order(s) will describe the purpose, type, extent and duration of the specific transit-time measurement requested.

## B. Delivery Orders

It is anticipated that delivery order(s) will be issued concurrently with live implementation for Failed Mail Diagnostic Reports and Customized City/Performance Cluster Reports, as described below.

### B.1 Failed Mail Piece Diagnostic Report (Accounting Period)

This report shows all "failed mail piece" diagnostic information for failed mail pieces by a performance cluster (EXFC or PETE). This information must include: mail piece description, induction date, receipt date, delivery days, zero bundle status, origin 3-digit ZIP Code, destination 3-digit ZIP Code, postmark date, postmark ZIP, ID tag information (Machine ID, ID tag site, Day of month, Time of day), Optical Character Reader (OCR) information (OCR spray date, time and ID), coding platform, damaged status and any additional comments, including transportation route comments. These reports may be modified as new diagnostic data becomes available. (see Appendix XIII)

### B.2 Customized City/Performance Cluster Report (Weekly)

This report will be customized for a city/performance cluster (EXFC or PETE). It will split the 3-digit EXFC or PETE ZIP codes into an origin/destination matrix of smaller components for these 3-digit ZIPs. This report will show service performance for these smaller components in the specified city/performance cluster areas. This weekly report will include accounting period and postal quarter-to-date summaries. (see Appendix XIV)

### B.3 PLANET Code Scanning Report (Bi-weekly)

The PLANET Code Scanning Report includes PLANET Code scan data for each EXFC PLANET Coded mailpiece that failed to be delivered on-time. This information also includes; kit, induction/receipt dates, service standard, days to delivery, bundle number, zero bundle status, 5-digit origin/3-digit destination ZIPs, Matrix report group, scan date, scan time and ZIP, and the operation number and description. This report will include the previous two weeks and quarter-to-date information.

VI. APPENDICES

APPENDIX XV

QUARTERLY REPORTS