The Power of Informed Visibility™

Program Overview

March 2016

Informed Visibility

IV™ is an enterprise system that will be a real-time single source of all mail and mail aggregate information.

IV will leverage data to provide business intelligence for USPS functional groups and the industry, providing:

Event-Driven Internal Measurement of all Mail	Real-Time Service Performance Diagnostics	Mail Inventory Management of Mail and Packages	Predictive Workloads on Mail and Packages	End-to-End Tracking of Mail	Ease of Use

Informed Visibility
Implementation

Scope of initial releases:

01 — Event driven real-time **SERVICE PERFORMANCE MEASUREMENT** for <u>all mail</u>

02 — Event driven real-time **MAIL INVENTORY AND PREDICTIVE WORKLOADS**

03 — Event driven real-time **MAIL TRACKING AND REPORTING**

Informed Visibility
Business Value

Provides a **Single Mail Data Repository** and… **Powerful Analytical Engine** with **Real-time Processing**

that maximizes operational efficiency, moving the business from reactive to business intelligence, flexible data provisioning capabilities, and customizable dashboards.

Informed Visibility
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03 **3** Event driven real-time **MAIL TRACKING AND REPORTING**

The Value of Informed Visibility
for Service Performance Measurement

End-to-End Measurement of all Mail

One Consolidated Mail Measurement System (single piece and presort)

Measuring All Mail (census vs. sampling)

Same Day Service Scores

IV leverages Mail Visibility providing a comprehensive view of USPS service performance measurement

IV reduces USPS reliance on 3rd party reporters

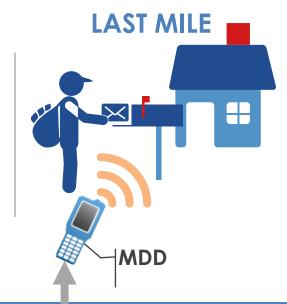# INTERNAL SERVICE PERFORMANCE MEASUREMENT

FIRST MILE

PROCESSING

LAST MILE

MPE Scan rates in the high 90s

⚙ MPE ⚙ ⚙ MPE ⚙ ⚙ MPE ⚙

MDD ✱

Processing Scores

Existing

IV

✱

Not scanning every piece with device.

Encrypted Sampling Request (GPS based)

Encrypted Sampling Request (GPS based)

MDD

RANDOM SCAN SELECTION

System polls 3-digit combos to ensure statistical precision.

If scans are not received, a new poll request will be sent to a different device.

The Value of Informed Visibility
for Field Service Performance Diagnostics

Enhanced Real-time Service Performance Diagnostics

Diagnostics on all mail (single piece and presort)

Collecting and provisioning data in real-time

Real-time monitoring of key performance metrics (cycle times, FIFO, etc.)

Real-time notifications of missent, mishandled, or looping mail

Real-time Container-At-Risk alerts for all mail

IV provides real-time granular insight into specific mail-flows and systemic issues

IV provides real-time cycle time analytics – total and segmented cycle times – allowing for identification of specific segments impacting rolled throughput yield

Informed Visibility
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The Value of Informed Visibility
for Mail Processing

Mail Inventory Management and Predictive Workloads

- 90% - 100% Efficiency
- 80% - 90% Efficiency
- < 80% Efficiency

Inbound, On-hand, and Ready to Process Inventory (volumes, location in process, mail make-up and service window)

Inventory based Run Plans (resources needed, run start time, expected throughput, expected end of run)

Real-Time Processing Status (throughput, cycle-time, mail at risk, service performance, and alerts)

Outbound Inventory (maximizing transportation)

IV will automatically create an optimized Run Plan for the day's workload, based on actual mail volume, allowing improved utilization and efficiency

IV's forecasting capability will enable the planning of resources days in advance, leveraging flexibility of labor contracts

UNITED STATES POSTAL SERVICE

The Value of Informed Visibility
for Transportation

Real-time monitoring of inventory

- Alerts for missing containers at unload or load
- Arrival profile and Dispatch ready profile

Real-time monitoring of transportation status and locations

0%   80%   100%

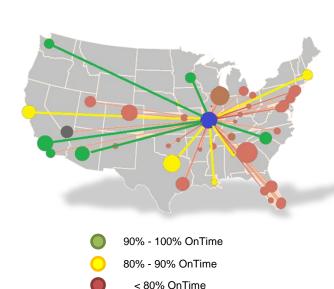**IV will optimize transportation utilization by coordinating schedules to align with dispatch ready volumes**

IV will provide alerting mechanisms for transportation variances allowing operations to proactively adjust

The value of Informed Visibility
for Delivery

Mail Inventory Management and Predictive Workloads

90% - 100% OnTime
80% - 90% OnTime
< 80% OnTime

Inbound, On-hand, and Out for Delivery Inventory by route and delivery point

Facilitates Optimized Dynamic routing and workload balancing

Automates volume recording (eliminates existing manual process)

Generates Carrier Manifest by route (accountables, trays, bundles, etc.)

IV forecasting capability will enable the planning of resources days in advance, leveraging flexibility of labor contracts

IV mail volume data for all routes will assist in replacement of DOIS

Informed Visibility
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UNITED STATES POSTAL SERVICE®

The value of Informed Visibility
for Mailers

Improved Service and Visibility

- Informed Visibility and Field Service Performance Diagnostics leads to consistent, reliable, predictable service

- Informed Visibility and real-time Mail Inventory Management leads to reduced operational costs, which will protect prices for mailers

- Provides mailers with complete visibility and tracking across the supply mail chain

- Provides mailers with mailing-specific service scores

- Improved ease of use for mailers through flexible data provisioning

IV gives mailers visibility into their mailings and service, increasing the value of mail and enabling mailers to plan their mailings, measure success of each mailing campaign, and efficiently staff

Informed Visibility
Enhanced Visibility

Current

IMb Tracing
- Visibility for letters, flats & bundles
- Bundle visibility limited to piece automation scans
- Raw data download, or push subscription (1-24 hour)

PostalOne & Mail.xml
- Visibility for trays & containers
- Push, pull, or download data
- Latency issues

Future
- Comprehensive end-to-end
- Real-time reporting
- Flexible data provisioning
- Customer specific mail performance
- Additional scan events
  - Delivery unit related bundle visibility
  - "Out for delivery" & "delivered" events

UNITED STATES POSTAL SERVICE®

Informed Visibility

A SINGLE SOURCE FOR ALL YOUR MAIL VISIBILITY NEEDS

Getting the **RIGHT DATA**
to the **RIGHT PEOPLE**
IN TIME
to **MAKE A DIFFERENCE**