

SUSAN M. LACHANCE
VICE PRESIDENT
CONSUMER & INDUSTRY AFFAIRS



November 29, 2011

RE: In-Home Delivery Dates

Dear Valued Customer:

As the Postal Service strives to become a leaner and more efficient organization, we are looking at every detail of our business and its impact on the level of customer service we provide. Some of our processes are contrary to the guiding principles the Postal Service must follow to be in compliance with our legal mandates.

One area of conflict has become processing mail based on in-home dates instead of our established Service Standards. This conflict has become more prominent as we have worked to establish our Performance Measurement reporting mechanism in accordance with the Postal Accountability Enhancement Act of 2006. This mandate also requires that we self report our performance against these Service Standards to the Postal Regulatory Commission.

To that end, a decision has been reached to process mail based on the following criteria: mail entry location; critical entry time (CET); mail type; and applicable Service Standard. We will no longer be able to stage and deliver mail using In-Home-Date windows. Accordingly, delivery performance will be driven by the appropriate Service Standard for the specific class of mail being entered and the location it is entered.

By following this policy, we are able to better align work methods and processes to ensure mail is processed and delivered in accordance with our published standards. We will continue to work with all customers to achieve delivery to meet their needs as allowed by the service standard being applied.

Mail Alerts will still be accepted by the Business Service Network or through the ADVANCE Notification and Tracking System to be published in the Postal Bulletin. We encourage you to continue to use these communication methods as it notifies our internal operations allowing them to allocate the proper resources for processing and delivery.

We are confident that all efforts will be made to achieve published service standards, as well as provide you with the service you desire and expect. If you have any additional questions, please feel free to reach out to your Business Service Network or postal contact.

Sincerely,

A handwritten signature in blue ink that reads "Susan M. LaChance".

Susan M. LaChance

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