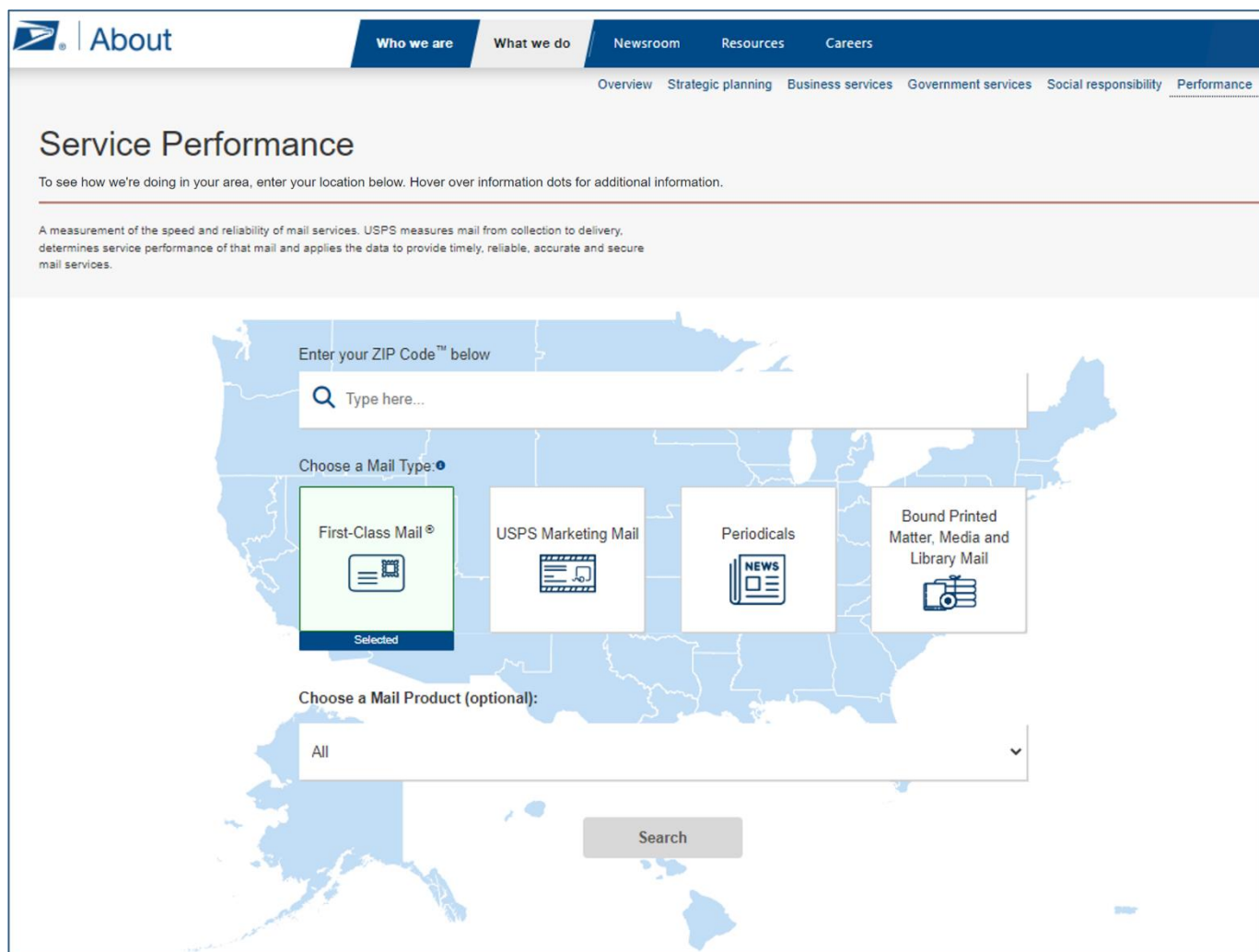


# How to use this website



The screenshot shows the USPS Service Performance website. At the top is a navigation bar with links: About, Who we are, What we do, Newsroom, Resources, and Careers. Below this is a sub-navigation bar with links: Overview, Strategic planning, Business services, Government services, Social responsibility, and Performance. The main heading is "Service Performance". Below the heading is a text box that says: "To see how we're doing in your area, enter your location below. Hover over information dots for additional information." Below this is a paragraph explaining the service performance measurement: "A measurement of the speed and reliability of mail services. USPS measures mail from collection to delivery, determines service performance of that mail and applies the data to provide timely, reliable, accurate and secure mail services." The main content area features a map of the United States. Overlaid on the map are several input fields: "Enter your ZIP Code™ below" with a search icon and "Type here..."; "Choose a Mail Type" with four options: "First-Class Mail®" (selected), "USPS Marketing Mail", "Periodicals", and "Bound Printed Matter, Media and Library Mail"; and "Choose a Mail Product (optional):" with a dropdown menu showing "All". A "Search" button is located at the bottom right of the map area.

## Getting started

1. **Enter a ZIP Code™** in the search field.
2. **Choose a Mail Type** from the options displayed. Only one **Mail Type** may be selected at a time:
  - **First-Class Mail**
  - **Marketing Mail**
  - **Periodicals**
  - **Bound Printed Matter, Media and Library Mail**
3. **Choose a Mail Product** from the drop-down menu. This step is optional. The **Mail Product** drop-down menu will populate with products associated with the mail type selected in the previous step. Mail products will be listed with an overall product as well as by each individual product with its applicable service standard.

You may select only one mail product at a time. Or you may leave it blank and search just by mail type. If no selection is made, the mail product will default to all applicable products for the selected mail type.

4. Click the **Search** button.

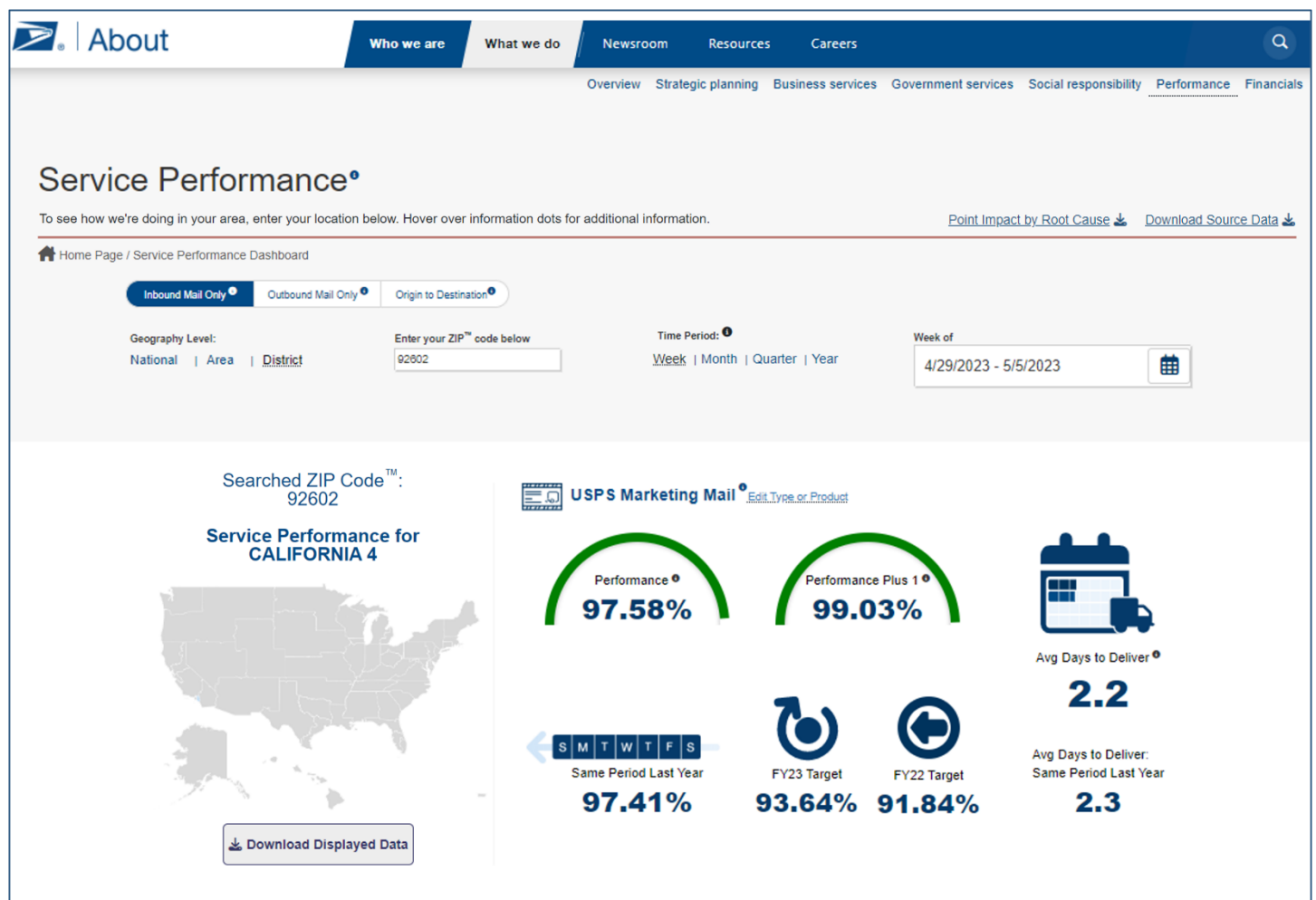
# Viewing results

On April 1, 2025, the US Postal Service transitioned to new Critical Entry Times (CETs) for certain Market Dominant products. By June 15, 2025, the Postal Service will complete the recasting of service performance scores for FY 2025, Quarter 3 to reflect these new CETs, and these scores will be updated on the Postal Service's Service Performance Dashboard.

Search results are displayed on a new page showing the [Service Performance](#) for the geography level and mail selections from the previous page.

**Mail Direction, Geography Level, ZIP Code™, Time Period, Week of** appear along the top of the results page. You can change the selections, and the service performance results will update automatically.

**i Information dots** appear next to key elements on the page. Hovering your mouse cursor over an information dot will provide details about that element.



**Mail Direction.** See the performance of mail entering and leaving your district or area.

- **Inbound Mail Only** — performance of mail coming into your district or area
- **Outbound Mail Only** — performance of mail leaving your district or area
- **Origin to Destination** — performance of mail leaving one district and going to another

**Geography Level.** The default is *District* view. You can also select *Area* or *National* to view performance results at those levels.

- **District** — A USPS administrative level overseeing operations for a defined local geographic boundary
- **Area** — A USPS administrative level comprised of multiple subordinate postal districts
- **National** — All USPS Areas, including all U.S. states and territories

**Time Period.** The default is *Week*. You can also select *Month*, *Quarter* or *Year* to view performance results.

- The default **Week of** dates will be the most recent week completed. You can use the calendar tool to select a different week.
  - ✓ **Tip:** *On Week view, you can select a specific week, Saturday to Friday. Hovering over each Saturday will highlight the postal week following that Saturday. Any Saturdays in the future will be grayed out. Today's date will be lightly highlighted for reference.*
- The default **Month** will be the most recent month to date. Use the calendar tool to view a different month, in the current year, or as far back as two years.
  - ✓ **Tip:** *Future months will be grayed out. The calendar tool is organized by fiscal year. You can use the arrows to navigate between years. For the current month, performance includes data up until the last completed week, Saturday to Friday.*
- The default **Quarter** will be the most recent quarter to date. You can select a different quarter in the current year, or as far back as two years.
  - ✓ **Tip:** *Future quarters will be grayed out. The calendar tool is organized by fiscal year. You can use the arrows to navigate between years. For the current quarter, performance includes data up until the last completed week, Saturday to Friday.*
- The default **Year** will be the current fiscal year (Oct. 1 through Sept. 30). You can select a different fiscal year as far back as two years from the current year.
  - ✓ **Tip:** *The Year view displays performance for an entire fiscal year. You can select the current fiscal year or one of the previous two fiscal years. For the current year, performance includes data up until the last completed week, Saturday to Friday.*

**Performance results.** In the middle of the page, you will see the performance results for the mail type and product selected on the previous page, based on the **Mail Direction**, **Geography Level** and **Time Period** selections which appear along the top of the page. The results will update automatically as you make different selections. Note: "N/A" is displayed if a selection is made with no applicable scores to display due to there being no volume in service measurement.



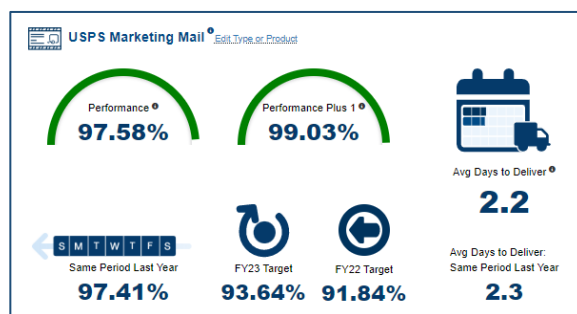
**Map.** The map of the United States highlights the selected geography level: *District*, *Area*, or *National*. The highlighted geography will update as you make new selections.

**Results.** The **Mail Type** and **Product** you selected on the initial page appear at the top of the results. You can make different selections by selecting **Edit Type or Product**.

A pop-up window displays options to select the **Mail Type** and **Mail Product**.

- **Performance** — Shows the percentage of mail delivered **on time** for the mail type and product selected, within the geography and time period selected.

*Mail is considered on time when it arrives by the published service standard for that mail type and product.*



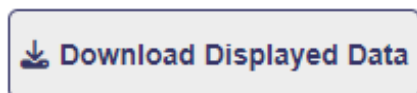
- **Performance plus 1** — Shows what the score would have been if the Postal Service had one extra delivery day to deliver the mail added to the service standard for that mail type and product.
- **Avg days to deliver** — Shows the average number of days it took for the selected mail type and product to travel from origin to destination in the selected geography and time period.  
*Actual Delivery Days include all days in which [market-dominant products](#) are eligible for delivery, not including Sundays, holidays and other exclusions.*
- **Same period last year (SPLY)** — Located below the **Performance** percentage is the **SPLY** percentage, which shows performance of mail delivered on time for the same mail type, product, and geography currently selected — but for the *same period last year*. This allows for comparison between last fiscal year and the current fiscal year.
- **FY targets** — These are the operational performance goals set for each [fiscal year](#). Viewing **FY Targets** allows you to compare the established goal and the actual performance of current and past time periods against those goals.
- **Avg days to deliver same period last year (SPLY)** — Provides a point of comparison by showing the average number of days it took for mail pieces in the selected type, product, geography and time period to travel from origin to destination as reported last fiscal year during the same selected time period (week, month, quarter, year).

**Origin to Destination.** When you select [Origin to Destination](#), a second ZIP Code™ box appears.

- The top box is prepopulated with the ZIP Code already selected. If a different origin ZIP Code is desired, enter it here.
- The bottom box defaults to the same ZIP Code displayed in the top (origin) box. If a different destination ZIP Code is desired, enter it here.
- The results on the page will update to reflect the performance results for mail moving between the selected pair of origin and destination districts.

Selecting **Home Page** in the top left corner will return you to the initial Service Performance Dashboard landing page, where you can make new selections. Alternatively, click **Edit Type or Product** in the middle of the screen to change your selections directly from the performance results page.

## Downloading search results



You can download a copy of the data from your displayed search results by selecting the link below the map to **Download Displayed Data**. Data is provided in a comma separated value (CSV) file.

## Downloading point impact by root cause data



**Point impact** refers to the *percentage points* by which on-time performance decreased due to the top ten **root causes** of delay identified for products not meeting service targets during the last completed fiscal year.

You can download **Point Impact by Root Cause** data by clicking the link in the top-right corner of the webpage.

## Downloading source data

[Download Source Data](#) 

You can download the source data for this service performance website by clicking **Download Source Data** in the top-right corner of the webpage.

You will receive file download prompts on your computer. Follow the steps to download the files.

**Note:** Source data is delivered in multiple files. Before initiating the download, you will need to turn off pop-up blockers for your browser to successfully download all available files.

## Service performance measurement—results you can rely on

The United States Postal Service™ (USPS) measures service [performance](#) in terms of speed and reliability.

The Postal Service has established [service standards](#) for its [market-dominant mail products](#). These service standards provide the basis for measurement of Postal Service performance for each market-dominant product.

The [service performance measurement](#) system is intended to be accurate, reliable and representative.

### How does USPS collect the data presented on this website?

The data used to measure service performance is collected throughout the journey mail takes through the Postal Service network. To collect these data, mail is scanned at three key points: when it enters the mail stream, when it is processed and when it is delivered.

Scanning and service performance measurements rely upon [Intelligent Mail® barcodes](#) and other barcode identifiers placed on pieces of mail to enable optical scans.

The Postal Service combines sample scans made at collection and delivery with automated scans from mail-processing equipment — as billions of pieces of mail are sorted and move throughout the Postal network.

### How does USPS measure performance with this data?

All of the information gathered from mail scanned at collection, processing and delivery is fed into the USPS service performance measurement system, which combines and organizes the data by mail type, product, geography (area/district) and other categories.

The Postal Service used this information to calculate service performance measurements.

# How do I know the data on this website can be trusted?

To ensure the completeness, accuracy and validity of its service performance measurement system, the Postal Service has implemented an independent audit plan currently consisting of 29 comprehensive audit measures.

This plan is designed to check key measures to ensure accurate, reliable and representative measurement. An independent third party conducts the audit quarterly.

## Definitions of terms used on this website

<b>Area</b>	The administrative level directly below National and comprised of multiple subordinate USPS districts.
<b>Average days to deliver</b>	The average number of days it took the mail from collection to delivery in your geographic area. Actual delivery days include all days in which market-dominant products are eligible for delivery, not including Sundays, holidays, and other exclusions.
<b>Bound Printed Matter, Media and Library Mail</b>	A type of mail. Examples include books, printed music, film, test materials, educational materials, recordings, scripts, binders of medical information, and written computer media. Does not include Priority Mail or similar products.
<b>District</b>	The administrative level below a USPS Area that oversees operational and support functions for a defined local geographic boundary.
<b>Election mail</b>	Refers to items such as ballots, voter registration cards, and absentee applications that an authorized election official creates for voters.
<b>First-Class Mail®</b>	A type of mail. Examples include letters, cards, envelopes, bills, invoices and financial statements
<b>Fiscal year</b>	The 12-month period that is used to keep accounts and other records such as budgeting, planning and operations. The USPS fiscal year begins on Oct. 1 and ends on Sept. 30. It is grouped into four postal quarters (see <b>Time Period</b> ).
<b>Inbound mail</b>	Mail coming to the selected geography. Incoming mail is received by a postal facility, most commonly for distribution and delivery within the delivery area of the receiving facility. Also called destination or destinating mail.
<b>Intelligent Mail® barcode (IMb)</b>	A barcode with bars of differing heights that encodes up to 31 digits of mailpiece data, including service type, ZIP Code™, and mailer information.
<b>Mail product</b>	A subdivision of a mail type (class) for market-dominant products, usually based on the consideration of a physical characteristic rather than content.
<b>Mail type</b>	The classification of domestic mail according to content (e.g., personal correspondence versus printed advertising) and other factors. Also called Mail Class.
<b>Market-dominant products</b>	Postal Service products and services (commonly referred to as “mailing services”). The most commonly used products in this category are First-Class Mail service, USPS Marketing Mail service, Periodicals, Media Mail service, and Bound Printed Matter.
<b>Marketing mail</b>	A type of mail. Examples include advertisements, flyers, newsletters, bulletins, catalogs and merchandise.



<b>National</b>	An operational level comprised of all USPS Areas and consisting geographically of all U.S. states and territories.
<b>Nonprofit mail</b>	Refers to USPS Marketing Mail mailpieces that qualify for reduced rates pursuant to 39 U.S.C. 3626(a)(6) and the regulations promulgated thereunder and Periodicals mailpieces that qualify for reduced rates pursuant to 39 U.S.C. 3626(a)(4) and the regulations promulgated thereunder.
<b>On time</b>	Mail is considered delivered on time when it arrives by the published service standard for that mail type (class) and product.
<b>Origin to destination</b>	Mail leaving one district and going to another.
<b>Outbound mail</b>	Mail leaving from the selected geography. Outgoing mail is sorted within a mail processing facility and then dispatched to another facility for additional processing or delivery. Also called originating mail.
<b>Performance</b>	The on-time rate of mail delivered within your geographic area. Mail is considered delivered on time when it arrives by the published service standard for that mail type and product.
<b>Performance plus 1</b>	This shows what the on-time rate would have been if the Postal Service had one extra delivery day to deliver the mail added to the service standard for that mail type and product.
<b>Periodicals</b>	A type of mail. Examples include magazines, newspapers, newsletters, and other published material with formal authorization.
<b>Political mail</b>	Refers to any mailpiece sent for political campaign purposes by a registered candidate, a campaign committee, or a committee of a political party to promote candidates, referendums, or campaigns.
<b>Presort</b>	The process by which a mailer prepares mail so that it is sorted to the extent required by standards for the specific class of mail prior to entry into the mailstream.
<b>Processing score</b>	Shows the on-time processing performance percentage from the first USPS scan to the last USPS scan on mail processing equipment for Election Mail, Political Mail or Nonprofit Mail.
<b>Same period last year (SPLY)</b>	The comparison of data between this fiscal year and last fiscal year for the time period selected (week, month, quarter, year).
<b>Service performance</b>	A measurement of the speed and reliability of mail services. USPS measures mail from collection to delivery against published service standards, determines the service performance of that mail, and applies the data to provide timely, reliable, accurate and secure mail services.
<b>Service standard</b>	The stated days-to-deliver service goal for each mail class and each 3-digit ZIP Code™ origin-destination pair within the Postal Service network. The standards serve as the benchmark to measure service performance.
<b>Time period</b>	USPS weeks begin on Saturdays and end on Fridays. USPS months begin on the first day of the month and end on the last day of the month. USPS quarters (Q) are defined as follows: Q1: 10/1-12/31, Q2: 1/1-3/31, Q3: 4/1-6/30, Q4: 7/1-9/30. The USPS fiscal year begins on 10/1.

# Frequently Asked Questions (FAQ)

## What results do I see when I enter a ZIP Code™?

Once you enter a ZIP Code, you will see service performance and days to deliver for the corresponding USPS district for the mail type (and mail product, if selected) for the most recently completed week, Saturday to Friday. You can view a list of ZIP Codes with the associated Area and District Codes [here](#).

## What does the map show me?

The map highlights the Geography Level selected at the top of the page. If *District* is selected, the map will highlight the geography for that USPS District. If *Area* is selected, the map will highlight the geography for that USPS Area, which is made up of multiple USPS districts. If *National* is selected, the map will highlight the entire nation.

## Can I click on the map?

The map is not linked to any data or search results. It only displays the resulting Geography Level selected at the top of the page and the ZIP Code entered. Clicking on the map will not change service performance results. To view results for a different part of the map, select a different Geography Level or enter a different ZIP Code.

## Can I download the data for this website?

Yes. A copy of your current search results data can be downloaded by selecting the link in the bottom left-hand corner of the page to **Download Displayed Data**. Data are provided in a comma separated value (CSV) file.

The source data for the entire service performance website can be downloaded by clicking **Download Source Data** in the top right-hand corner of the page. You will receive file download prompts on your computer. Follow the steps to download the files. *Note:* Source data is delivered in multiple files. Before initiating the download, you will need to turn off pop-up blockers for your browser to successfully download all available files.

## What are the dots with a letter “i” in them?

Information dots appear next to key elements on the website. Hovering your mouse cursor over an information dot will provide details about that element.