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POSTAL RATE COMMISSION
OFFICE OF THE SECRETARY

July 11, 2003

Hon. Steven W. Williams, Secretary
Postal Rate Commission
1333 H Street, NW, Suite 300
Washington, D.C. 20268-0001

RE: Docket No. MC2000-2

Dear Mr. Williams:

In accordance with the Commission's Opinion and Recommended Decision in Docket No. MC2000-2, enclosed are a hard copy of the Report to the Postal Rate Commission, NetPost Mailing Online Experiment, Fiscal Year 2003, Accounting Periods 1 through 6, and a CD containing: (1) the report in Excel format; and (2) the Access database on which the spreadsheet data are based.

Also enclosed are two revisions of previous reports. For Fiscal Year 2002, Accounting Periods 7 through 13 filed on December 16, 2002), there are two revisions. The first revision is to Report 18 and deletes the line labeled Compaq/HP and the associated costs. These costs were already included in Report 20. The second revision for that report is to Report 28. The amount previously treated as quarterly and distributed to A/Ps actually applied to the individual A/Ps. Similar changes were made in the Reports 28 for FY 2002, A/Ps 1 through 6, and FY 2001, A/Ps 7 through 13. Corrected hard pages are provided for all these changes, as well as a diskette containing the electronic spreadsheets.

Sincerely,

A handwritten signature in black ink, appearing to read "Scott L. Reiter".

Scott L. Reiter
Attorney

cc: Participants of record in Docket No. MC2000-2

Information Systems Support Personnel Costs²⁸
Fiscal Year 2001 Accounting Period 7 - 13

Revised

CONTENTS

Total Personnel Costs

Category	AP7	AP8	AP9	AP10	AP11	AP12	AP13
MOL-Specific Costs							
<i>San Mateo CSB - Personnel</i>	\$3,846	\$3,846	\$3,846	\$8,227	\$9,749	\$9,181	\$24,063
<i>San Mateo CSB - Supplies</i>	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total MOL Specific Costs	\$3,846	\$3,846	\$3,846	\$8,227	\$9,749	\$9,181	\$24,063
Shared Costs							
<i>San Mateo CSB - Personnel</i>	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<i>San Mateo CSB - Supplies</i>	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total Shared Costs	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Total Shared Costs for AP 7 - 13	Total MOL-Specific Costs for AP 7 - 13
\$0	\$62,758

²⁸"Personnel logs" are no longer used to identify these costs as was the case during the Market Test.

Information Systems Support Personnel Costs²⁸
Fiscal Year 2002 Accounting Period 1 - 6

Revised

CONTENTS

Total Personnel Costs

Category	AP1	AP2	AP3	AP4	AP5	AP6
MOL-Specific Costs						
<i>San Mateo CSB - Personnel</i>	\$47,692	\$47,692	\$47,692	\$47,692	\$47,692	\$47,692
<i>San Mateo CSB - Supplies</i>	\$0	\$0	\$0	\$0	\$0	\$0
Total MOL Specific Costs	\$47,692	\$47,692	\$47,692	\$47,692	\$47,692	\$47,692
Shared Costs						
<i>San Mateo CSB - Personnel</i>	\$0	\$0	\$0	\$0	\$0	\$0
<i>San Mateo CSB - Supplies</i>	\$0	\$0	\$0	\$0	\$0	\$0
Total Shared Costs	\$0	\$0	\$0	\$0	\$0	\$0

Total Shared Costs for AP 1 - 6	Total MOL-Specific Costs for AP 1 - 6
\$0	\$286,152

²⁸ "Personnel logs" are no longer used to identify these costs as was the case during the Market Test.

Information Systems Support Personnel Costs²⁸
Fiscal Year 2002 Accounting Period 7 - 13

Revised

CONTENTS

Total Personnel Costs

Category	AP7	AP8	AP9	AP10	AP11	AP12	AP13
MOL-Specific Costs							
<i>San Mateo CSB - Personnel</i>	\$47,692	\$47,692	\$47,692	\$47,692	\$47,692	\$47,692	\$47,692
<i>San Mateo CSB - Supplies</i>	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total MOL Specific Costs	\$47,692	\$47,692	\$47,692	\$47,692	\$47,692	\$47,692	\$47,692
Shared Costs							
<i>San Mateo CSB - Personnel</i>	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<i>San Mateo CSB - Supplies</i>	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total Shared Costs	\$0	\$0	\$0	\$0	\$0	\$0	\$0

Total Shared Costs for AP 7 - 13	Total MOL-Specific Costs for AP 7- 13
\$0	\$333,844

²⁸,"Personnel logs" are no longer used to identify these costs as was the case during the Market Test.



Report to the Postal Rate Commission
NetPost Mailing Online Experiment
Fiscal Year 2003
Accounting Periods 1 through 6

Mailing Online Postal Rate Commission Report

Fiscal Year 2003 Accounting Period 1 through Accounting Period 6

Report #	Report Name	Operational Reports
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Report #	Report Name	Cost Reports
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21	Internet Customer Care Center Costs	
22	Hardware and Software Costs	
23	Bank Card Service Charges	
24	Telecommunications and Networking Costs	
25	System Development and Implementation Costs	
26	Printsite Costs	
27	Personnel Costs	
28	Marketing Costs	
29	Information Systems Support Personnel Costs	

Guide to reading the reports

The enclosed reports are presented in accordance with the Postal Rate Commission's Recommended Decision dated June 21, 2000. One can navigate between reports using either the underlined hyperlinks or the tabs at the bottom of the page. There is a "Contents" hyperlink in the upper right hand corner of each report that can be selected to return to the contents page.

Report 1

Revenue¹

Fiscal Year 2003 Accounting Periods 1 - 6 and by AP Week

CONTENTS

AP	Revenue - Postage	Revenue - Printing	Total Revenue
1	\$230,695.10	\$106,734.15	\$337,429.25
2	\$303,754.13	\$134,945.13	\$438,699.26
3	\$262,096.63	\$139,314.39	\$401,411.02
4	\$217,262.28	\$124,526.26	\$341,788.54
5	\$263,579.54	\$153,209.96	\$416,789.50
6	\$343,222.33	\$184,336.19	\$527,558.52
Total AP1 - AP6	\$1,620,610.01	\$843,066.08	\$2,463,676.09

AP Week	Revenue - Postage	Revenue - Printing	Total Revenue
AP1:1	\$77,698.56	\$31,101.12	\$108,799.68
AP1:2	\$50,611.90	\$24,652.54	\$75,264.44
AP1:3	\$51,810.54	\$24,310.41	\$76,120.95
AP1:4	\$50,574.10	\$26,670.08	\$77,244.18
AP2:1	\$73,496.19	\$30,390.26	\$103,886.45
AP2:2	\$76,078.74	\$32,108.08	\$108,186.82
AP2:3	\$60,487.81	\$31,826.38	\$92,314.19
AP2:4	\$93,691.39	\$40,620.41	\$134,311.80
AP3:1	\$73,043.45	\$37,825.21	\$110,868.66
AP3:2	\$69,562.47	\$41,032.74	\$110,595.21
AP3:3	\$75,277.28	\$35,975.54	\$111,252.82
AP3:4	\$44,213.43	\$24,480.90	\$68,694.33
AP4:1	\$63,544.46	\$36,602.22	\$100,146.68
AP4:2	\$75,334.04	\$41,964.14	\$117,298.18
AP4:3	\$47,873.21	\$28,460.08	\$76,333.29
AP4:4	\$30,510.57	\$17,499.82	\$48,010.39

(Continued)

Report 1

Revenue¹

Fiscal Year 2003 Accounting Periods 1 - 6 and by AP Week

CONTENTS

(Continued)

AP Week	Revenue - Postage	Revenue - Printing	Total Revenue
AP5:1	\$65,594.31	\$41,900.05	\$107,494.36
AP5:2	\$68,438.38	\$39,511.96	\$107,950.34
AP5:3	\$65,766.20	\$36,008.44	\$101,774.64
AP5:4	\$63,780.65	\$35,789.51	\$99,570.16
AP6:1	\$74,199.69	\$38,455.81	\$112,655.50
AP6:2	\$95,927.18	\$53,630.18	\$149,557.36
AP6:3	\$97,062.14	\$48,548.11	\$145,610.25
AP6:4	\$76,033.32	\$43,702.09	\$119,735.41
Total AP1 - AP6	\$1,620,610.01	\$843,066.08	\$2,463,676.09

¹The figures above are gross revenue figures. They represent revenue from jobs that were paid for, not necessarily jobs that were processed and delivered. Credits are available in the "Credit Report", Report # 17.

Piece and Page Volumes²**Fiscal Year 2003 Accounting Periods 1 - 6****CONTENTS****Page Volumes**

AP	Total	Letter	Legal	Postcard	Simplex	Duplex	Blue	Red	Magenta	Green	Full	No Color
1	1,146,146	420,535	1,850	723,761	958,411	187,735	57,365	80,011	5,765	42,906	20,882	939,217
2	1,508,603	437,289	5,638	1,065,676	1,246,910	261,693	93,750	118,712	11,666	13,345	53,541	1,217,589
3	1,342,446	564,596	1,108	776,742	1,051,555	290,891	80,867	69,267	4,619	23,297	55,858	1,108,538
4	1,077,693	486,657	645	590,391	810,517	267,176	54,863	76,501	21,101	18,357	47,297	859,574
5	1,404,219	664,612	3,255	736,352	1,126,080	278,139	34,967	111,290	4,782	18,152	30,577	1,204,451
6	1,795,165	744,711	1,529	1,048,925	1,387,811	407,354	66,986	166,871	25,372	51,417	31,768	1,452,751
Total AP 1 - 6	8,274,272	3,318,400	14,025	4,941,847	6,581,284	1,692,988	388,798	622,652	73,305	167,474	239,923	6,782,120

Piece Volumes

AP	Total	First Class	G10	Non-Profit	Standard	Staple	Saddlestitched	No Bind	Mailer	Postcard	Flat	# 10
1	1,028,765	939,771	3,341	23,632	62,021	1,117	677	1,026,971	106,790	723,761	7,112	191,102
2	1,407,370	1,282,719	6,223	32,412	86,016	425	129	1,406,816	143,862	1,065,676	2,723	195,109
3	1,175,317	998,161	6,114	27,985	143,057	999	114	1,174,204	152,232	776,742	15,456	230,887
4	970,506	805,471	21,576	31,702	111,757	1,911	1,245	967,350	133,612	590,391	6,054	240,449
5	1,178,683	977,668	9,426	29,926	161,663	1,434	1,042	1,176,207	109,096	736,352	10,112	323,123
6	1,533,885	1,329,155	5,896	62,885	135,949	1,517	728	1,531,640	147,904	1,048,925	14,167	322,889
Total AP 1 - 6	7,294,526	6,332,945	52,576	208,542	700,463	7,403	3,935	7,283,188	793,496	4,941,847	55,624	1,503,559

²The figures above are gross production figures. They represent volumes from transactions that were submitted, not necessarily jobs that were processed. The piece volume totals here will not match the totals in the Mailstream Reports due to the fact that a number of jobs may be cancelled after payment, thus never entering the mailstream.

Decile Report - Pieces, Pages and Revenue
Fiscal Year 2003 Accounting Period 1 - 6

CONTENTS

Values represent the upper limit of each decile

Revenue per Job

	AP 1	AP 2	AP 3	AP 4	AP 5	AP 6
Decile 1	\$0.58	\$0.94	\$0.90	\$0.53	\$0.81	\$0.90
Decile 2	\$1.88	\$2.75	\$1.00	\$1.28	\$2.63	\$1.98
Decile 3	\$5.03	\$6.56	\$1.23	\$4.65	\$7.02	\$6.21
Decile 4	\$12.10	\$15.82	\$1.68	\$11.85	\$16.40	\$14.23
Decile 5	\$23.75	\$30.54	\$3.73	\$25.04	\$31.14	\$28.14
Decile 6	\$46.59	\$58.97	\$15.21	\$47.09	\$54.00	\$54.22
Decile 7	\$90.97	\$103.48	\$43.85	\$91.64	\$104.23	\$99.30
Decile 8	\$162.71	\$213.47	\$109.68	\$183.99	\$198.08	\$179.59
Decile 9	\$335.76	\$429.52	\$255.67	\$358.36	\$373.64	\$395.02
Decile 10	\$14,322.22	\$6,467.00	\$8,360.49	\$4,881.91	\$6,182.33	\$8,719.95

Pieces per Job

	AP 1	AP 2	AP 3	AP 4	AP 5	AP 6
Decile 1	1	2	1	1	2	1
Decile 2	6	9	1	3	7	6
Decile 3	17	21	1	14	21	19
Decile 4	41	48	1	34	45	42
Decile 5	72	98	12	78	90	85
Decile 6	144	185	45	135	164	157
Decile 7	263	308	121	266	292	279
Decile 8	482	551	300	500	533	501
Decile 9	940	1,223	764	1,011	1,084	1,122
Decile 10	61,292	18,223	20,000	20,515	16,571	24,295

(Continued)

Decile Report - Pieces, Pages and Revenue

Fiscal Year 2003 Accounting Period 1 - 6

CONTENTS

(Continued)

Pages per Job

	AP 1	AP 2	AP 3	AP 4	AP 5	AP 6
Decile 1	2	2	3	2	2	2
Decile 2	7	10	5	5	9	7
Decile 3	18	22	6	16	24	21
Decile 4	43	50	9	39	52	45
Decile 5	78	101	17	85	101	95
Decile 6	158	200	50	156	193	181
Decile 7	294	350	143	312	334	325
Decile 8	500	599	344	574	616	582
Decile 9	1,125	1,392	860	1,215	1,223	1,338
Decile 10	61,292	18,223	48,875	20,515	43,716	57,376

Summary

AP 1 - 6	Revenue per Job	Pieces per Job	Pages per Job
Decile 1	\$0.85	1	2
Decile 2	\$1.33	2	6
Decile 3	\$3.40	11	13
Decile 4	\$9.62	28	31
Decile 5	\$22.26	65	74
Decile 6	\$44.64	131	148
Decile 7	\$87.20	249	286
Decile 8	\$167.36	489	518
Decile 9	\$345.90	1,000	1,147
Decile 10	\$14,322.22	61,292	61,292

Transaction Summary Statistics by Day⁴

Fiscal Year 2003 Accounting Period 1 - 6 by Day

CONTENTS

Daily Transaction Summary

Date	Transactions	Pieces
09/07/02	28	23,568
09/08/02	34	5,650
09/09/02	112	119,530
09/10/02	121	32,452
09/11/02	104	73,261
09/12/02	88	37,324
09/13/02	87	63,798
09/14/02	14	5,632
09/15/02	34	9,125
09/16/02	124	46,025
09/17/02	111	31,496
09/18/02	109	60,121
09/19/02	107	32,163
09/20/02	84	36,612
09/21/02	38	14,582
09/22/02	43	8,161
09/23/02	120	47,835
09/24/02	121	55,877
09/25/02	125	40,900
09/26/02	109	33,981
09/27/02	103	32,274
09/28/02	25	6,863
09/29/02	1	18
09/30/02	138	55,061
10/01/02	117	25,326

Date	Transactions	Pieces
10/02/02	121	48,638
10/03/02	95	49,478
10/04/02	96	33,014
10/05/02	19	22,389
10/06/02	32	10,409
10/07/02	156	61,192
10/08/02	127	50,804
10/09/02	138	76,076
10/10/02	94	48,245
10/11/02	102	73,920
10/12/02	19	4,900
10/13/02	36	13,109
10/14/02	112	64,135
10/15/02	120	71,218
10/16/02	123	43,803
10/17/02	122	82,153
10/18/02	136	79,238
10/19/02	76	4,731
10/20/02	21	5,273
10/21/02	98	36,920
10/22/02	120	63,652
10/23/02	128	65,187
10/24/02	42	14,034
10/25/02	141	92,645
10/26/02	39	34,918

(Continued)

Transaction Summary Statistics by Day⁴
Fiscal Year 2003 Accounting Period 1 - 6 by Day

CONTENTS

(Continued)

Date	Transactions	Pieces
10/27/02	50	23,263
10/28/02	149	112,382
10/29/02	139	77,481
10/30/02	107	54,153
10/31/02	89	71,458
11/01/02	133	49,682
11/02/02	66	32,637
11/03/02	40	20,085
11/04/02	109	40,020
11/05/02	150	50,643
11/06/02	144	58,625
11/07/02	123	53,377
11/08/02	435	71,655
11/09/02	201	10,709
11/10/02	45	27,279
11/11/02	199	43,022
11/12/02	249	61,944
11/13/02	129	72,716
11/14/02	141	41,514
11/15/02	131	48,257
11/16/02	45	14,682
11/17/02	40	7,581
11/18/02	292	61,246
11/19/02	204	43,784
11/20/02	209	71,942

Date	Transactions	Pieces
11/21/02	151	72,732
11/22/02	117	74,354
11/23/02	39	16,852
11/24/02	36	20,382
11/25/02	194	44,254
11/26/02	133	46,871
11/27/02	116	24,801
11/28/02	32	11,888
11/29/02	53	31,465
11/30/02	33	10,296
12/01/02	50	11,649
12/02/02	137	64,114
12/03/02	162	62,122
12/04/02	103	36,984
12/05/02	140	67,915
12/06/02	102	35,138
12/07/02	31	7,702
12/08/02	44	17,570
12/09/02	107	51,348
12/10/02	140	71,250
12/11/02	105	48,087
12/12/02	103	48,086
12/13/02	139	79,578
12/14/02	63	17,002
12/15/02	44	9,199

(Continued)

Transaction Summary Statistics by Day⁴
Fiscal Year 2003 Accounting Period 1 - 6 by Day

CONTENTS

(Continued)

Date	Transactions	Pieces
12/16/02	125	48,766
12/17/02	81	25,878
12/18/02	89	38,652
12/19/02	78	28,239
12/20/02	99	53,690
12/21/02	38	11,091
12/22/02	27	9,984
12/23/02	92	28,765
12/24/02	63	20,363
12/25/02	13	4,228
12/26/02	65	18,511
12/27/02	63	44,299
12/28/02	42	7,938
12/29/02	27	13,968
12/30/02	134	52,487
12/31/02	97	75,367
01/01/03	37	5,557
01/02/03	126	50,146
01/03/03	107	85,401
01/04/03	44	11,084
01/05/03	40	15,900
01/06/03	112	45,809
01/07/03	44	25,410
01/08/03	150	101,158
01/09/03	134	40,240

Date	Transactions	Pieces
01/10/03	122	60,727
01/11/03	39	13,995
01/12/03	46	12,329
01/13/03	143	64,634
01/14/03	154	47,169
01/15/03	124	64,702
01/16/03	117	56,135
01/17/03	161	51,335
01/18/03	44	14,855
01/19/03	32	3,908
01/20/03	86	44,070
01/21/03	109	58,810
01/22/03	123	48,975
01/23/03	123	39,221
01/24/03	126	67,353
01/25/03	54	17,839
01/26/03	47	11,677
01/27/03	161	72,474
01/28/03	161	57,073
01/29/03	157	48,608
01/30/03	107	28,333
01/31/03	132	98,996
02/01/03	44	8,116
02/02/03	57	22,925
02/03/03	181	71,863

(Continued)

Report 4

Transaction Summary Statistics by Day⁴
Fiscal Year 2003 Accounting Period 1 - 6 by Day

CONTENTS

(Continued)

Date	Transactions	Pieces
02/04/03	195	85,390
02/05/03	134	63,514
02/06/03	162	57,222
02/07/03	150	122,567
02/08/03	49	3,925
02/09/03	62	42,420
02/10/03	148	74,018
02/11/03	163	65,274
02/12/03	147	91,736
02/13/03	139	56,047
02/14/03	152	105,889
02/15/03	59	14,883
02/16/03	53	22,472
02/17/03	53	7,665
02/18/03	157	74,437
02/19/03	152	58,475
02/20/03	132	78,709
02/21/03	136	71,338
Total AP 1 - 6	17,223	7,294,526
Mean, Daily	103	43,420
Median, Daily	108	44,162
Range, Daily	1-435	18-122,567

⁴The figures above are gross production figures for Mailing Online. They represent volumes from jobs that were submitted, not necessarily jobs that were delivered. The piece volume totals here will not match the totals in the Mailstream Reports due to the fact that a number of jobs may be cancelled after payment, thus never entering the mailstream.

Transaction Summary Statistics by AP Week⁵ Fiscal Year 2003 Accounting Period 1 - 6 and by AP Week

CONTENTS

AP Week Transaction Summary		
AP Week	Transactions	Piece Volume
AP1:1	574	355,583
AP1:2	583	221,174
AP1:3	659	233,610
AP1:4	593	218,398
AP2:1	668	343,035
AP2:2	668	358,556
AP2:3	626	282,442
AP2:4	706	423,337
AP3:1	1067	327,042
AP3:2	1095	305,441
AP3:3	1058	346,321
AP3:4	603	196,513
AP4:1	727	288,218
AP4:2	669	323,621
AP4:3	579	221,426
AP4:4	361	137,241
AP5:1	570	290,864
AP5:2	646	300,328
AP5:3	784	310,299
AP5:4	643	277,192
AP6:1	819	335,000
AP6:2	923	431,597
AP6:3	860	439,309
AP6:4	742	327,979
Total AP1 - AP6	17,223	7,294,526
Mean, AP Week	718	303,939
Median, AP Week	668	307,870
Range, AP Week	361-1,095	137,241-439,309

Distinct Users	
AP Week	Transactions
AP1:1	306
AP1:2	323
AP1:3	341
AP1:4	344
AP2:1	348
AP2:2	365
AP2:3	355
AP2:4	375
AP3:1	395
AP3:2	364
AP3:3	399
AP3:4	299
AP4:1	402
AP4:2	353
AP4:3	289
AP4:4	218
AP5:1	314
AP5:2	404
AP5:3	424
AP5:4	388
AP6:1	446
AP6:2	500
AP6:3	491
AP6:4	453
Total AP1 - AP6	8,896
Mean, AP Week	371
Median, AP Week	365
Range, AP Week	218-500

AP Transaction Summary		
AP	Transactions	Piece Volume
AP1	2,409	1,028,765
AP2	2,668	1,407,370
AP3	3,823	1,175,317
AP4	2,336	970,506
AP5	2,643	1,178,683
AP6	3,344	1,533,885
Total AP1 - AP6	17,223	7,294,526
Mean, AP	2,871	1,215,754
Median, AP	2,656	1,177,000
Range, AP	2,409-3,823	970,506-1,533,855

⁵The figures above are gross production figures. They represent volumes attributable to jobs that were submitted, not necessarily jobs that were delivered. The piece volume totals here will not match the totals in the Mailstream Reports due to the fact that a number of jobs may be cancelled after payment, thus never entering the mailstream.

Summary Mailstream Statistics by Day⁶

Fiscal Year 2003 Accounting Period 1 - 6 by Day

CONTENTS

Mail Date	Mailstreams	Mailpieces	First Class	G10	Non-Profit	Standard
09/07/02	0	0	0	0	0	0
09/08/02	0	0	0	0	0	0
09/09/02	27	4,672	4,655	0	0	17
09/10/02	176	41,211	36,791	0	1,134	3,286
09/11/02	214	100,606	99,165	149	456	836
09/12/02	229	46,750	45,334	665	0	751
09/13/02	297	56,938	53,019	150	1,073	2,696
09/14/02	220	28,292	26,268	89	172	1,763
09/15/02	87	8,976	8,154	70	351	401
09/16/02	255	28,791	26,234	32	0	2,525
09/17/02	150	28,471	23,545	44	3,612	1,270
09/18/02	228	36,818	33,009	0	678	3,131
09/19/02	270	36,750	26,551	258	931	9,010
09/20/02	93	15,546	14,092	0	2	1,452
09/21/02	147	22,255	20,737	0	5	1,513
09/22/02	0	0	0	0	0	0
09/23/02	224	26,967	23,467	258	1,300	1,942
09/24/02	163	19,210	18,264	137	0	809
09/25/02	215	48,329	42,506	123	97	5,603
09/26/02	254	54,763	51,451	30	870	2,412
09/27/02	346	40,225	35,908	1,077	219	3,021
09/28/02	57	7,771	7,015	0	0	756
09/29/02	51	4,543	3,891	0	0	652
09/30/02	134	23,834	23,131	0	703	0
10/01/02	200	31,237	29,324	0	892	1,021
10/02/02	249	27,875	26,553	189	894	239

(Continued)

Summary Mailstream Statistics by Day⁶

Fiscal Year 2003 Accounting Period 1 - 6 by Day

CONTENTS

(Continued)

Mail Date	Mailstreams	Mailpieces	First Class	G10	Non-Profit	Standard
10/03/02	299	36,310	27,313	96	2,245	6,656
10/04/02	161	25,081	23,906	0	575	600
10/05/02	269	48,768	42,782	0	3,933	2,053
10/06/02	60	9,744	9,182	0	1	561
10/07/02	211	39,539	36,773	741	468	1,557
10/08/02	195	27,732	26,338	0	1,306	88
10/09/02	265	46,092	40,486	0	1,069	4,537
10/10/02	333	61,298	59,846	0	22	1,430
10/11/02	106	39,364	38,384	0	203	777
10/12/02	196	41,195	38,365	0	72	2,758
10/13/02	0	0	0	0	0	0
10/14/02	154	16,809	11,198	0	621	4,990
10/15/02	234	50,796	46,695	97	2,701	1,303
10/16/02	191	67,467	66,097	0	2	1,368
10/17/02	265	57,092	45,124	194	97	11,677
10/18/02	221	38,137	29,027	2,517	2,903	3,690
10/19/02	327	86,335	84,885	185	685	580
10/20/02	0	0	0	0	0	0
10/21/02	202	51,482	49,186	1,021	374	901
10/22/02	191	14,704	12,477	184	1,829	214
10/23/02	398	61,492	50,302	0	6,137	5,053
10/24/02	311	69,238	60,265	12	248	8,713
10/25/02	191	40,665	38,330	0	908	1,427
10/26/02	63	6,144	2,694	0	1,470	1,980
10/27/02	4	1,577	1,577	0	0	0
10/28/02	82	26,742	25,784	0	0	958

(Continued)

Report 6

Summary Mailstream Statistics by Day⁶
Fiscal Year 2003 Accounting Period 1 - 6 by Day

CONTENTS

(Continued)

Mail Date	Mailstreams	Mailpieces	First Class	G10	Non-Profit	Standard
10/29/03	304	53,880	44,872	327	5,466	3,215
10/30/03	221	40,792	37,434	48	1,232	2,078
10/31/03	259	60,460	58,893	248	139	1,180
11/01/03	311	88,447	86,496	0	709	1,242
11/02/03	309	73,986	67,472	79	2,081	4,354
11/03/03	0	0	0	0	0	0
11/04/03	168	35,465	33,827	0	0	1,638
11/05/03	248	40,716	36,538	97	225	3,856
11/06/03	259	36,813	23,452	3,158	505	9,698
11/07/03	270	44,147	36,284	0	1,735	6,128
11/08/03	353	69,918	65,492	0	153	4,273
11/09/03	332	37,614	33,293	160	499	3,662
11/10/03	0	0	0	0	0	0
11/11/03	88	42,699	38,717	0	1	3,981
11/12/03	119	31,506	29,585	0	111	1,810
11/13/03	941	83,919	69,506	124	1,506	12,783
11/14/03	193	37,143	34,501	42	4	2,596
11/15/03	491	50,128	39,249	60	525	10,294
11/16/03	83	9,513	8,956	0	458	99
11/17/03	0	0	0	0	0	0
11/18/03	174	39,645	28,693	2	2,080	8,870
11/19/03	305	46,765	36,400	19	200	10,146
11/20/03	291	46,082	34,279	139	5,847	5,817
11/21/03	590	60,335	39,145	777	6,990	13,423
11/22/03	216	54,844	53,418	0	383	1,043
11/23/03	183	43,093	38,741	144	926	3,282

(Continued)

Summary Mailstream Statistics by Day⁶

Fiscal Year 2003 Accounting Period 1 - 6 by Day

CONTENTS

(Continued)

Mail Date	Mailstreams	Mailpieces	First Class	G10	Non-Profit	Standard
11/24/02	214	26,446	24,643	0	129	1,674
11/25/02	138	49,958	39,806	921	0	9,231
11/26/02	248	41,179	34,948	3	2,310	3,918
11/27/02	329	52,153	38,807	128	17	13,201
11/28/02	0	0	0	0	0	0
11/29/02	72	12,083	11,646	0	435	2
11/30/02	235	28,000	23,977	99	483	3,441
12/01/02	5	609	609	0	0	0
12/02/02	105	27,171	26,819	0	130	222
12/03/02	165	44,239	38,122	2	4,127	1,988
12/04/02	229	36,992	31,374	0	2,620	2,998
12/05/02	333	54,950	39,738	210	516	14,486
12/06/02	274	39,130	35,015	2,875	482	758
12/07/02	371	47,248	37,565	5,518	396	3,769
12/08/02	1	90	0	0	90	0
12/09/02	126	27,024	26,865	7	14	138
12/10/02	215	34,158	32,605	738	0	815
12/11/02	193	48,140	45,809	36	2	2,293
12/12/02	307	53,309	39,381	0	4,981	8,947
12/13/02	258	34,640	18,851	913	1,638	13,238
12/14/02	356	50,482	44,831	179	3,025	2,447
12/15/02	74	28,684	28,638	0	44	2
12/16/02	115	18,436	15,859	971	77	1,529
12/17/02	188	23,752	21,865	69	107	1,711
12/18/02	184	28,051	26,804	39	859	349
12/19/02	166	28,525	24,281	54	3,805	385

(Continued)

Report 6

Summary Mailstream Statistics by Day⁶
Fiscal Year 2003 Accounting Period 1 - 6 by Day

CONTENTS

(Continued)

Mail Date	Mailstreams	Mailpieces	First Class	G10	Non-Profit	Standard
12/20/02	246	31,698	18,445	9,528	547	3,178
12/21/02	258	23,827	18,843	53	1,276	3,655
12/22/02	0	0	0	0	0	0
12/23/02	164	41,197	37,725	23	1,056	2,393
12/24/02	173	16,136	13,194	0	1,220	1,722
12/25/02	0	0	0	0	0	0
12/26/02	158	15,325	9,305	29	0	5,991
12/27/02	192	23,001	16,664	0	0	6,337
12/28/02	143	21,770	18,453	0	148	3,169
12/29/02	0	0	0	0	0	0
12/30/02	88	27,959	26,401	38	1,177	343
12/31/02	147	10,035	9,685	212	0	138
01/01/03	0	0	0	0	0	0
01/02/03	197	34,263	28,625	3,155	0	2,383
01/03/03	151	34,991	31,869	41	24	3,057
01/04/03	212	36,400	32,123	0	205	4,072
01/05/03	71	14,659	11,127	0	2,381	1,151
01/06/03	223	36,546	33,040	0	356	3,150
01/07/03	117	28,759	15,385	54	5	13,315
01/08/03	138	11,569	9,717	0	362	1,490
01/09/03	252	59,884	48,601	616	6,256	4,411
01/10/03	350	53,035	49,315	0	1,280	2,440
01/11/03	209	32,531	27,632	1,381	670	2,848
01/12/03	0	0	0	0	0	0
01/13/03	196	54,264	49,614	0	818	3,832
01/14/03	215	41,155	38,100	1,578	322	1,155

(Continued)

Summary Mailstream Statistics by Day⁶

Fiscal Year 2003 Accounting Period 1 - 6 by Day

CONTENTS

(Continued)

Mail Date	Mailstreams	Mailpieces	First Class	G10	Non-Profit	Standard
01/15/03	284	37,065	32,065	352	2,321	2,327
01/16/03	338	61,333	48,556	0	493	12,284
01/17/03	358	68,168	59,479	512	1,744	6,433
01/18/03	104	16,329	15,310	0	796	223
01/19/03	169	18,074	16,972	973	21	108
01/20/03	130	15,944	12,070	0	349	3,525
01/21/03	36	11,271	11,236	0	34	1
01/22/03	161	35,352	32,490	1	26	2,835
01/23/03	356	57,187	29,282	73	3,216	24,616
01/24/03	201	32,433	29,599	1	100	2,733
01/25/03	340	44,180	38,999	2	1,638	3,541
01/26/03	0	0	0	0	0	0
01/27/03	178	42,872	39,502	0	1,490	1,880
01/28/03	232	36,428	29,905	671	329	5,523
01/29/03	220	38,283	31,353	2,589	322	4,019
01/30/03	441	51,105	46,370	232	3,086	1,417
01/31/03	259	37,520	35,667	99	44	1,710
02/01/03	269	29,408	25,641	42	1,488	2,237
02/02/03	0	0	0	0	0	0
02/03/03	201	51,226	48,842	5	182	2,197
02/04/03	189	40,475	37,367	111	1,570	1,427
02/05/03	368	67,614	50,805	21	2,019	14,769
02/06/03	403	60,095	52,545	46	1,330	6,174
02/07/03	373	65,835	58,630	55	1,289	5,861
02/08/03	362	54,849	48,318	49	1,067	5,415
02/09/03	0	0	0	0	0	0

(Continued)

Summary Mailstream Statistics by Day⁶

Fiscal Year 2003 Accounting Period 1 - 6 by Day

CONTENTS

(Continued)

Mail Date	Mailstreams	Mailpieces	First Class	G10	Non-Profit	Standard
2/10/2003	176	62,467	61,399	0	141	927
2/11/2003	203	28,031	21,207	92	190	6,542
2/12/2003	395	117,087	105,932	45	2,849	8,261
2/13/2003	324	84,947	72,201	88	11,138	1,520
2/14/2003	350	71,482	48,664	303	5,508	17,007
2/15/2003	379	53,040	46,735	676	1,082	4,547
2/16/2003	0	0	0	0	0	0
2/17/2003	170	36,802	25,925	8	4,781	6,088
2/18/2003	61	26,449	24,291	0	0	2,158
2/19/2003	99	16,114	12,068	170	3,873	3
2/20/2003	302	49,736	46,058	15	1,059	2,604
2/21/2003	364	55,123	48,029	111	1,029	5,954
Total AP1 - AP6	33,519	5,891,320	5,117,556	50,554	174,027	549,083

⁶ The piece volume totals in this report will be lower than the totals in the Piece Volume and Transaction Summary Reports due to the fact that a number of jobs may be cancelled after submission, thus never entering the mailstream. This difference may also be attributable to the fact that a job could have been ordered during the AP 1 - 6 period, but mailed afterwards, in which case it would appear in the Transaction and Piece Volume reports but not in the Mailstream and Batch reports. Additionally, mailstreams were deleted after being initially processed.

Summary Mailstream Statistics by AP and Week⁷

Fiscal Year 2003 Accounting Period 1 - 6 and by AP Week

CONTENTS

AP Week Mailstream Statistics

AP Week	Number of Mailstreams	Total Number of Pieces	Mean Pieces Per Mailstream	First Class	G10	Non-Profit	Standard
AP1:1	943	250,177	265	238,964	964	2,663	7,586
AP1:2	1,303	183,644	141	157,853	493	5,746	19,552
AP1:3	1,349	211,749	157	192,333	1,625	2,491	15,300
AP1:4	1,151	156,651	136	141,133	285	5,309	9,924
AP2:1	1,439	272,537	189	253,791	741	7,002	11,003
AP2:2	1,261	271,496	215	236,506	2,808	6,396	25,786
AP2:3	1,620	323,916	200	295,445	1,402	10,181	16,888
AP2:4	1,244	278,042	224	257,750	623	9,016	10,653
A3:1	1,607	301,045	187	263,065	3,334	4,699	29,947
A3:2	2,164	283,009	131	244,851	386	2,646	35,126
A3:3	1,659	257,184	155	200,891	937	15,958	39,398
A3:4	1,184	224,912	190	188,591	1,196	3,817	31,308
AP4:1	1,346	231,091	172	195,654	3,186	8,358	23,893
AP4:2	1,471	244,609	166	201,076	7,212	7,121	29,200
AP4:3	1,329	209,628	158	180,723	10,840	8,464	9,601
AP4:4	945	119,486	126	95,731	105	3,552	20,098
AP5:1	726	129,018	178	115,033	3,446	1,349	9,090
AP5:2	1,363	240,852	177	199,308	670	10,845	30,029
AP5:3	1,600	294,516	184	255,446	3,823	6,368	28,879
AP5:4	1,157	186,590	161	146,959	1,048	4,542	34,041
AP6:1	1,670	250,388	150	221,796	3,593	6,909	18,090
AP6:2	1,803	314,653	175	273,830	280	7,878	32,665
AP6:3	1,810	418,863	231	357,721	577	20,893	39,672
AP6:4	1,375	237,264	173	203,106	980	11,824	21,354
Total AP 1-6	33,519	5,891,320	177	5,117,556	50,554	174,027	549,083

AP Mailstream Statistics

AP	Number of Mailstreams	Total Number of Pieces	Mean Pieces Per Mailstream	First Class	G10	Non-Profit	Standard
AP1	4,746	802,221	169	730,283	3,367	16,209	52,362
AP2	5,564	1,145,991	206	1,043,492	5,574	32,595	64,330
AP3	6,614	1,066,150	161	897,398	5,853	27,120	135,779
AP4	5,091	804,814	158	673,184	21,343	27,495	82,792
AP5	4,846	850,976	176	716,746	8,987	23,104	102,039
AP6	6,658	1,221,168	183	1,056,453	5,430	47,504	111,781
Total AP 1 - 6	33,519	5,891,320	176	5,117,556	50,554	174,027	549,083

⁷The piece volume totals in this report will be lower than the totals in the Piece Volume and Transaction Summary Reports due to the fact that a number of jobs may be cancelled after submission, thus never entering the mailstream. This difference may also be attributable to the fact that a job could have been ordered during the AP 1 - 6 period, but mailed afterwards, in which case it would appear in the Transaction and Piece Volume reports but not in the Mailstream and Batch reports. Additionally, mailstreams were deleted after being initially processed.

Printsite Batch Volume Log - Printsite 1⁸
Fiscal Year 2003 Accounting Period 1 - 6 by Day

CONTENTS

Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
9/7/2002	0	0	0	0	0	0			
9/8/2002	0	0	0	0	0	0			
9/9/2002	15	2,753	2,736	0	0	17			
9/10/2002	108	28,414	27,360	0	69	985			
9/11/2002	109	79,471	78,810	149	437	75			
9/12/2002	100	21,987	21,318	665	0	4			
9/13/2002	100	27,385	26,149	150	372	714			
9/14/2002	141	21,694	21,407	89	171	27			
9/15/2002	87	8,976	8,154	70	351	401			
9/16/2002	148	19,776	17,220	32	0	2,524			
9/17/2002	98	21,253	17,012	44	3,121	1,076			
9/18/2002	101	16,761	15,973	0	519	269			
9/19/2002	153	21,407	18,541	258	931	1,677			
9/20/2002	0	0	0	0	0	0			
9/21/2002	0	0	0	0	0	0			
9/22/2002	0	0	0	0	0	0			
9/23/2002	153	21,407	18,541	258	931	1,677			
9/24/2002	93	8,788	8,629	137	0	22			
9/25/2002	138	30,987	30,251	123	69	544			
9/26/2002	117	26,245	24,929	30	181	1,105			
9/27/2002	122	21,972	20,863	1,077	0	32			
9/28/2002	2	916	916	0	0	0			
9/29/2002	51	4,543	3,891	0	0	652			
9/30/2002	89	19,401	18,698	0	703				
10/1/2002	70	11,674	11,415	0	0	259			
10/2/2002	164	22,442	21,284	189	884	85			

(Continued)

Printsite Batch Volume Log - Printsite 1⁸

Fiscal Year 2003 Accounting Period 1 - 6 by Day

CONTENTS

(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
10/3/2002	112	12,856	10,799	96	870	1,091			
10/4/2002	94	19,394	18,636	0	561	197			
10/5/2002	101	23,178	21,324	0	1,789	65			
10/6/2002	60	9,744	9,182	0	1	561			
10/7/2002	109	18,751	17,654	741	184	172			
10/8/2002	81	12,275	12,014	0	179	82			
10/9/2002	64	16,805	16,803	0	0	2			
10/10/2002	53	17,356	17,356	0	0	0			
10/11/2002	0	0	0	0	0	0			
10/12/2002	0	0	0	0	0	0			
10/13/2002	0	0	0	0	0	0			
10/14/2002	25	1,009	951	0	0	58			
10/15/2002	158	35,555	34,603	97	102	753			
10/16/2002	103	50,927	49,737	0	2	1,188			
10/17/2002	85	22,092	16,361	194	0	5,537			
10/18/2002	87	13,166	5,614	2,517	2,115	2,920			
10/19/2002	122	23,606	23,410	185		11			
10/20/2002	0	0	0	0	0	0			
10/21/2002	137	41,711	39,656	1,021	374	660			
10/22/2002	70	4,985	4,801	184	0	0			
10/23/2002	102	18,419	14,683	0	1,586	2,150			
10/24/2002	107	32,939	28,942	12	42	3,943			
10/25/2002	138	31,479	30,547	0	905	27			
10/26/2002	63	6,144	2,694	0	1,470	1,980			
10/27/2002	4	1,577	1,577	0	0	0			
10/28/2002	34	24,386	23,434	0	0	952			

(Continued)

Printsite Batch Volume Log - Printsite 1⁸
Fiscal Year 2003 Accounting Period 1 - 6 by Day

CONTENTS

(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
10/29/2002	126	15,064	7,921	327	4,874	1,942			
10/30/2002	66	18,962	18,795	48	95	24			
10/31/2002	134	35,599	34,771	248	26	554			
11/1/2002	162	58,725	57,911	0	584	230			
11/2/2002	142	46,236	45,071	79	1,066	20			
11/3/2002	0	0	0	0	0	0			
11/4/2002	86	26,012	26,002	0	0	10			
11/5/2002	97	17,409	16,989	97	72	251			
11/6/2002	115	21,227	10,383	3,158	454	7,232			
11/7/2002	110	25,188	21,514	0	80	3,594			
11/8/2002	135	38,266	35,593	0	152	2,521			
11/9/2002	121	14,031	12,390	160	317	1,164			
11/10/2002	0	0	0	0	0	0			
11/11/2002	88	42,699	38,717	0	1	3,981			
11/12/2002	87	29,909	28,160	0	111	1,638			
11/13/2002	149	32,909	25,191	124	0	7,594			
11/14/2002	115	22,156	19,555	42	0	2,559			
11/15/2002	101	8,253	7,525	60	213	455			
11/16/2002	0	0	0	0	0	0	3	1,105	Printsite 2
11/17/2002	0	0	0	0	0	0			
11/18/2002	110	28,562	22,221	2	658	5,681			
11/19/2002	100	18,333	11,570	19	179	6,565			
11/20/2002	172	21,997	16,098	139	4,955	805			
11/21/2002	140	29,645	16,555	777	5,253	7,060			
11/22/2002	131	27,925	26,706	0	283	936			
11/23/2002	102	14,489	11,448	144	924	1,973			

(Continued)

Printsite Batch Volume Log - Printsite 1⁸

Fiscal Year 2003 Accounting Period 1 - 6 by Day

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(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
11/24/2002	0	0	0	0	0	0			
11/25/2002	98	44,791	36,400	921	0	7,470			
11/26/2002	71	12,659	9,037	3	1,730	1,889			
11/27/2002	134	31,973	27,962	128	15	3,868			
11/28/2002	0	0	0	0	0	0			
11/29/2002	0	0	0	0	0	0			
11/30/2002	105	10,852	10,174	99	479	100			
12/1/2002	5	609	609	0	0	0			
12/2/2002	57	14,942	14,752	0	48	142			
12/3/2002	62	16,175	11,720	2	3,234	1,219			
12/4/2002	140	27,853	23,630	0	2,620	1,603			
12/5/2002	139	23,950	11,411	210	0	12,329			
12/6/2002	142	21,107	17,054	2,875	451	727			
12/7/2002	148	21,563	15,423	5,518	214	408			
12/8/2002	0	0	0	0	0	0			
12/9/2002	61	14,918	14,910	7	0	1			
12/10/2002	73	9,957	9,219	738	0	0			
12/11/2002	115	37,236	34,927	36	2	2,271			
12/12/2002	129	32,264	21,408	0	3,661	7,195			
12/13/2002	82	17,160	6,197	913	71	9,979			
12/14/2002	123	14,600	12,937	179	944	540			
12/15/2002	5	9,474	9,472	0	0	2			
12/16/2002	68	10,455	9,429	971	44	11			
12/17/2002	59	7,336	7,221	69	0	46			
12/18/2002	126	23,625	23,195	39	200	191			
12/19/2002	88	18,265	14,373	54	3,797	41			

(Continued)

Printsite Batch Volume Log - Printsite 1⁸
Fiscal Year 2003 Accounting Period 1 - 6 by Day

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(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
12/20/2002	96	17,565	6,630	9,528	539	868			
12/21/2002	71	5,640	5,342	53	182	63	6	537	Printsite 4
12/22/2002	0	0	0	0	0	0			
12/23/2002	58	7,180	5,468	23	119	1,570	1	10,299	Printsite 4
12/24/2002	43	4,396	4,396	0	0	0			
12/25/2002	0	0	0	0	0	0			
12/26/2002	76	6,808	4,071	29	0	2,708			
12/27/2002	2	382	0	0	0	382			
12/28/2002	86	11093	9424	0	0	1669			
12/29/2002	0	0	0	0	0	0			
12/30/2002	30	4,739	4,700	38	1	0			
12/31/2002	97	4,294	3,967	212	0	115			
1/1/2003	0	0	0	0	0	0			
1/2/2003	78	11,256	7,107	3,155	0	994			
1/3/2003	59	7,357	5,040	41	11	2,265			
1/4/2003	0	0	0	0	0	0			
1/5/2003	71	14,659	11,127	0	2,381	1,151			
1/6/2003	108	21,490	18,502	0	34	2,954			
1/7/2003	65	17,333	8,638	54	0	8,641			
1/8/2003	19	952	72	0	0	880			
1/9/2003	160	41,406	33,215	616	3,272	4,303			
1/10/2003	132	15,539	13,582	0	466	1,491			
1/11/2003	112	20,635	18,295	1,381	458	501			
1/12/2003	0	0	0	0	0	0			
1/13/2003	65	13,707	9,201	0	687	3,819			
1/14/2003	104	16,236	14,310	1,578	322	26			

(Continued)

Printsite Batch Volume Log - Printsite 1⁸
Fiscal Year 2003 Accounting Period 1 - 6 by Day

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(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
1/15/2003	159	17,560	15,132	352	2,015	61			
1/16/2003	100	23,063	17,160	0	0	5,903			
1/17/2003	103	22,968	20,094	512	179	2,183			
1/18/2003	0	0	0	0	0	0			
1/19/2003	169	18,074	16,972	973	21	108			
1/20/2003	68	6,696	6,539	0	144	13			
1/21/2003	2	701	701	0	0	0			
1/22/2003	90	16,429	14,679	1	25	1,724			
1/23/2003	108	21,894	9,508	73	133	12,180			
1/24/2003	104	10,754	9,018	1	0	1,735			
1/25/2003	112	15,357	14,156	2	1,195	4			
1/26/2003	0	0	0	0	0	0			
1/27/2003	117	23,024	19,772	0	1,377	1,875			
1/28/2003	94	17,867	12,255	671	171	4,770			
1/29/2003	144	22,536	18,435	2,589	4	1,508			
1/30/2003	131	14,317	12,646	232	1,439	0			
1/31/2003	151	22,175	21,894	99	0	182			
2/1/2003	74	7,302	6,141	42	982	137			
2/2/2003	0	0	0	0	0	0			
2/3/2003	119	32,431	30,781	5	177	1,468			
2/4/2003	67	9,650	9,508	111	31	0			
2/5/2003	152	29,634	20,257	21	473	8,883			
2/6/2003	178	31,679	28,204	46	613	2,816			
2/7/2003	227	54,863	49,693	55	1,275	3,840			
2/8/2003	141	22,667	21,809	49	23	786			
2/9/2003	0	0	0	0	0	0			

(Continued)

Printsite Batch Volume Log - Printsite 1⁸

Fiscal Year 2003 Accounting Period 1 - 6 by Day

CONTENTS

(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
2/10/2003	112	36,329	36,187	0	97	45			
2/11/2003	90	12,118	6,503	92	116	5,407			
2/12/2003	172	44,481	42,363	45	113	1,960			
2/13/2003	141	30,899	26,433	88	3,675	703			
2/14/2003	139	28,284	16,124	303	2,602	9,255			
2/15/2003	126	15,253	14,401	676	27	149			
2/16/2003	0	0	0	0	0	0			
2/17/2003	88	16,305	12,454	8	2,704	1,139			
2/18/2003	0	0	0	0	0	0			
2/19/2003	60	6,363	5,987	170	204	2			
2/20/2003	155	23,770	23,301	15	152	302			
2/21/2003	147	20,210	17,147	111	799	2,153			
Total AP1 - AP6	14,059	2,810,286	2,426,762	50,554	85,964	247,006	10	11,941	

⁸The piece volume totals in this report combined with Reports 9, 10 and 11 will be lower than the totals in the Piece Volume and Transaction Summary Reports due to the fact that a number of jobs may have been cancelled after submission thus never entering the mailstream. This difference may also be attributable to the fact that a job could have been ordered during the AP 1 - 6 period, but mailed afterwards, in which case it would appear in the Transaction and Piece Volume reports but not in the Mailstream and Batch reports. Additionally, mailstreams were deleted after being initially processed.

Printsite Batch Volume Log - Printsite 2⁹
Fiscal Year 2003 Accounting Period 1 - 6 by Day

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Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
9/7/2002	0	0	0	0	0	0			
9/8/2002	0	0	0	0	0	0			
9/9/2002	5	1,001	1,001	0	0	0			
9/10/2002	59	11,445	9,425	0	1,062	958			
9/11/2002	69	17,707	17,696	0	10	1			
9/12/2002	73	18,996	18,996	0	0	0			
9/13/2002	48	11,433	11,240	0	4	189			
9/14/2002	79	6,598	4,861	0	1	1,736			
9/15/2002	0	0	0	0	0	0			
9/16/2002	34	5,093	5,092	0	0	1			
9/17/2002	52	7,218	6,533	0	491	194			
9/18/2002	98	18,523	16,692	0	139	1,692			
9/19/2002	49	6,825	2,588	0	0	4,237			
9/20/2002	69	13,405	13,378	0	2	25			
9/21/2002	41	2,343	2,341	0	2	0			
9/22/2002	0	0	0	0	0	0			
9/23/2002	39	2,698	2,064	0	369	265			
9/24/2002	37	8,116	8,114	0	0	2			
9/25/2002	77	17,342	12,255	0	28	5,059			
9/26/2002	81	17,883	16,647	0	675	561			
9/27/2002	42	1,285	785	0	0	500			
9/28/2002	55	6,855	6,099	0	0	756			
9/29/2002	0	0	0	0	0	0			
9/30/2002	45	4,433	4,433	0	0	0			
10/1/2002	52	10,996	10,995	0	0	1			
10/2/2002	85	5,433	5,269	0	10	154			

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Printsite Batch Volume Log - Printsite 2⁹

Fiscal Year 2003 Accounting Period 1 - 6 by Day

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(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
10/3/2002	76	12,335	9,306	0	1,368	1,661			
10/4/2002	66	5,685	5,270	0	14	401			
10/5/2002	73	14,637	13,053	0	1,541	43			
10/6/2002	0	0	0	0	0	0			
10/7/2002	63	16,769	16,441	0	1	327			
10/8/2002	109	14,859	13,726	0	1,127	6			
10/9/2002	130	24,989	20,228	0	726	4,035			
10/10/2002	122	32,884	32,766	0	0	118			
10/11/2002	106	39,364	38,384	0	203	777			
10/12/2002	94	24,714	24,438	0	0	276			
10/13/2002	0	0	0	0	0	0			
10/14/2002	62	9,654	5,763	0	191	3,700			
10/15/2002	52	10,287	10,260	0	26	1			
10/16/2002	88	16,540	16,360	0	0	180			
10/17/2002	99	25,225	20,103	0	0	5,122			
10/18/2002	77	13,035	11,686	0	788	561			
10/19/2002	77	21,071	21,070	0	0	1			
10/20/2002	0	0	0	0	0	0			
10/21/2002	65	9,771	9,530	0	0	241			
10/22/2002	38	4,222	4,222	0	0	0			
10/23/2002	220	33,976	28,643	0	4,551	782			
10/24/2002	121	28,543	25,097		180	3,266			
10/25/2002	0	0	0	0	0	0			
10/26/2002	0	0	0	0	0	0			
10/27/2002	0	0	0	0	0	0			
10/28/2002	10	171	165	0	0	6			

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Printsite Batch Volume Log - Printsite 2⁹
Fiscal Year 2003 Accounting Period 1 - 6 by Day

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(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
10/29/2002	95	19,127	18,318	0	93	716			
10/30/2002	74	15,902	13,323	0	1,137	1,442			
10/31/2002	100	22,237	21,498	0	113	626			
11/1/2002	82	22,315	21,744	0	108	463			
11/2/2002	80	15,131	14,259	0	871	1			
11/3/2002	0	0	0	0	0	0			
11/4/2002	82	9,453	7,825	0	0	1,628			
11/5/2002	78	11,585	10,917	0	153	515			
11/6/2002	68	5,190	4,467	0	32	691			
11/7/2002	77	12,782	9,267	0	1,533	1,982			
11/8/2002	144	26,191	25,806	0	1	384			
11/9/2002	71	8,270	6,821	0	173	1,276			
11/10/2002	0	0	0	0	0	0			
11/11/2002	0	0	0	0	0	0			
11/12/2002	32	1,597	1,425	0	0	172			
11/13/2002	98	25,581	21,582	0	0	3,999			
11/14/2002	78	14,987	14,946	0	4	37			
11/15/2002	60	11,782	6,386	0	91	5,305			
11/16/2002	83	9,513	8,956	0	458	99			
11/17/2002	0	0	0	0	0	0			
11/18/2002	64	11,083	6,472	0	1,422	3,189			
11/19/2002	60	10,653	10,643	0	10	0			
11/20/2002	118	23,263	17,359	0	892	5,012			
11/21/2002	90	15,260	14,308	0	319	633			
11/22/2002	85	26,919	26,712	0	100	107			
11/23/2002	81	28,604	27,293	0	2	1,309			

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Printsite Batch Volume Log - Printsite 2⁹
Fiscal Year 2003 Accounting Period 1 - 6 by Day

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(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
11/24/2002	0	0	0	0	0	0			
11/25/2002	40	5,167	3,406	0	0	1,761			
11/26/2002	32	9,539	8,889	0	579	71			
11/27/2002	91	9,187	8,044	0	1	1,142			
11/28/2002	0	0	0	0	0	0			
11/29/2002	72	12,083	11,646	0	435	2			
11/30/2002	24	8,429	5,840	0	0	2,589	5	1,813	Printsite 1
12/1/2002	0	0	0	0	0	0			
12/2/2002	26	1,801	1,719	0	82	0			
12/3/2002	48	22,507	22,218	0	284	5			
12/4/2002	79	8,771	7,376	0	0	1,395			
12/5/2002	86	17,257	16,658	0	516	83			
12/6/2002	101	9,661	9,599	0	31	31			
12/7/2002	72	10,883	9,538	0	156	1,189			
12/8/2002	0	0	0	0	0	0			
12/9/2002	63	12,088	11,951	0	0	137			
12/10/2002	66	7,156	7,122	0	0	34			
12/11/2002	78	10,904	10,882	0	0	22			
12/12/2002	104	12,481	9,882	0	990	1,609			
12/13/2002	89	9,195	7,523	0	21	1,651			
12/14/2002	102	21,855	20,251	0	1,439	165			
12/15/2002	0	0	0	0	0	0	1	2,360	Printsite 1
12/16/2002	46	7,979	6,430	0	33	1,516			
12/17/2002	42	7,549	6,830	0	7	712			
12/18/2002	58	4,426	3,609	0	659	158			
12/19/2002	42	4,302	4,290	0	8	4			

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Printsite Batch Volume Log - Printsite 2⁹
Fiscal Year 2003 Accounting Period 1 - 6 by Day

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(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
12/20/2002	42	3,558	3,372	0	0	186			
12/21/2002	44	2,710	2,699	0	10	1			
12/22/2002	0	0	0	0	0	0			
12/23/2002	21	2,422	2,418	0	2	2			
12/24/2002	49	2,569	1,668	0	100	801			
12/25/2002	0	0	0	0	0	0			
12/26/2002	70	5,879	2,596	0	0	3,283			
12/27/2002	96	11,696	9,333	0	0	2,363			
12/28/2002	0	0	0	0	0	0			
12/29/2002	0	0	0	0	0	0			
12/30/2002	36	16,562	15,212	0	1,149	201			
12/31/2002	50	5,741	5,718	0	0	23			
1/1/2003	0	0	0	0	0	0			
1/2/2003	77	16,161	15,669	0	0	392			
1/3/2003	34	4,145	4,132	0	13	0			
1/4/2003	109	21,171	19,544	0	7	1,620			
1/5/2003	0	0	0	0	0	0			
1/6/2003	70	7,810	7,296	0	322	192			
1/7/2003	52	11,426	6,747	0	5	4,674	1	2	Printsite 1
1/8/2003	83	7,495	7,077	0	361	57			
1/9/2003	70	16,225	13,143	0	2,982	100			
1/10/2003	103	20,722	19,963	0	750	9			
1/11/2003	97	11,896	9,337	0	212	2,347			
1/12/2003	0	0	0	0	0	0			
1/13/2003	64	3,867	3,731	0	123	13			
1/14/2003	71	21,221	20,669	0		552			

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Printsite Batch Volume Log - Printsite 2⁹

Fiscal Year 2003 Accounting Period 1 - 6 by Day

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(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
1/15/2003	89	9,907	8,484	0	306	1,117			
1/16/2003	101	21,735	19,091	0	0	2,644			
1/17/2003	89	20,982	20,488	0	11	483			
1/18/2003	104	16,329	15,310	0	796	223			
1/19/2003	0	0	0	0	0	0			
1/20/2003	62	9,248	5,531	0	205	3,512			
1/21/2003	0	0	0	0	0	0			
1/22/2003	71	18,923	17,811	0	1	1,111			
1/23/2003	96	18,624	12,530	0	2,173	3,921			
1/24/2003	97	21,679	20,581	0	100	998			
1/25/2003	88	15,427	13,750	0	407	1,270	4	59	Printsite 1
1/26/2003	0	0	0	0	0	0			
1/27/2003	61	19,848	19,730	0	113	5	1	501	Printsite 1
1/28/2003	57	5,791	5,655	0	136				
1/29/2003	74	15,679	12,850	0	318	2,511			
1/30/2003	123	16,394	14,530	0	1,306	558			
1/31/2003	108	15,345	13,773	0	44	1,528			
2/1/2003	77	13,326	12,236	0	506	584			
2/2/2003	0	0	0	0	0	0			
2/3/2003	82	18,795	18,061	0	5	729			
2/4/2003	53	15,936	14,717	0	218	1,001			
2/5/2003	159	29,906	24,344	0	665	4,897			
2/6/2003	67	8,269	6,220	0	48	2,001			
2/7/2003	60	4,299	4,165	0	0	134	3	15,783	Printsite 1
2/8/2003	49	8,118	6,611	0	711	796			
2/9/2003	0	0	0	0	0	0			

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Printsite Batch Volume Log - Printsite 2⁹

Fiscal Year 2003 Accounting Period 1 - 6 by Day

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(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
2/10/2003	63	26,121	25,195	0	44	882	1	4,190	Printsite 1
2/11/2003	71	6,887	5,697	0	56	1,134			
2/12/2003	143	37,137	34,030	0	1,028	2,079			
2/13/2003	110	44,744	37,259	0	7,454	31			
2/14/2003	112	24,885	20,346	0	1,656	2,883			
2/15/2003	121	21,624	19,884	0	0	1,740			
2/16/2003	0	0	0	0	0	0			
2/17/2003	82	20,497	13,471	0	2,077	4,949			
2/18/2003	0	0	0	0	0	0			
2/19/2003	39	9,751	6,081	0	3,669	1			
2/20/2003	112	18,124	15,714	0	907	1,503			
2/21/2003	118	23,161	20,989	0	192	1,980			
Total AP1 - AP6	10,074	1,865,771	1,662,503	0	57,450	145,718	16	24,708	

⁹The piece volume totals in this report combined with Reports 8, 10 and 11 will be lower than the totals in the Piece Volume and Transaction Summary Reports due to the fact that a number of jobs may have been cancelled after submission thus never entering the mailstream. This difference may also be attributable to the fact that a job could have been ordered during the AP 1 - 6 period, but mailed afterwards, in which case it would appear in the Transaction and Piece Volume reports but not in the Mailstream and Batch reports. Additionally, mailstreams were deleted after being initially processed.

Printsite Batch Volume Log - Printsite 3¹⁰
Fiscal Year 2003 Accounting Period 1 - 6 by Day

CONTENTS

Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
9/7/2002	0	0	0	0	0	0			
9/8/2002	0	0	0	0	0	0			
9/9/2002	7	918	918	0	0	0			
9/10/2002	9	1,352	6	0	3	1,343			
9/11/2002	36	3,428	2,659	0	9	760			
9/12/2002	56	5,767	5,020	0	0	747			
9/13/2002	149	18,120	15,630	0	697	1,793			
9/14/2002	0	0	0	0	0	0			
9/15/2002	0	0	0	0	0	0			
9/16/2002	73	3,922	3,922	0	0	0			
9/17/2002	0	0	0	0	0	0			
9/18/2002	29	1,534	344	0	20	1,170			
9/19/2002	68	8,518	5,422	0	0	3,096			
9/20/2002	24	2,141	714	0	0	1,427			
9/21/2002	106	19,912	18,396	0	3	1,513			
9/22/2002	0	0	0	0	0	0			
9/23/2002	32	2,862	2,862	0	0	0			
9/24/2002	33	2,306	1,521	0	0	785			
9/25/2002	0	0	0	0	0	0			
9/26/2002	56	10,635	9,875	0	14	746			
9/27/2002	182	16,968	14,260	0	219	2,489			
9/28/2002	0	0	0	0	0	0			
9/29/2002	0	0	0	0	0	0			
9/30/2002				0					
10/1/2002	78	8,567	6,914	0	892	761			
10/2/2002	0	0	0	0	0	0			

(Continued)

Printsite Batch Volume Log - Printsite 3¹⁰
Fiscal Year 2003 Accounting Period 1 - 6 by Day

CONTENTS

(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
10/3/2002	111	11,119	7,208	0	7	3,904			
10/4/2002	1	2	0	0	0	2			
10/5/2002	95	10,953	8,405	0	603	1,945			
10/6/2002	0	0	0	0	0	0			
10/7/2002	39	4,019	2,678	0	283	1,058			
10/8/2002	5	598	598	0	0	0			
10/9/2002	71	4,298	3,455	0	343	500			
10/10/2002	158	11,058	9,724	0	22	1,312			
10/11/2002	0	0	0	0	0	0			
10/12/2002	102	16,481	13,927	0	72	2,482			
10/13/2002	0	0	0	0	0	0			
10/14/2002	67	6,146	4,484	0	430	1,232			
10/15/2002	24	4,954	1,832	0	2,573	549			
10/16/2002	0	0	0	0	0	0			
10/17/2002	81	9,775	8,660	0	97	1,018			
10/18/2002	57	11,936	11,727	0	0	209			
10/19/2002	128	41,658	40,405	0	685	568			
10/20/2002	0	0	0	0	0	0			
10/21/2002	0	0	0	0	0	0			
10/22/2002	83	5,497	3,454	0	1,829	214			
10/23/2002	76	9,097	6,976	0	0	2,121			
10/24/2002	83	7,756	6,226	0	26	1,504			
10/25/2002	53	9,186	7,783	0	3	1,400			
10/26/2002	0	0	0	0	0	0			
10/27/2002	0	0	0	0	0	0			
10/28/2002	38	2,185	2,185	0	0	0			

(Continued)

Printsite Batch Volume Log - Printsite 3¹⁰
Fiscal Year 2003 Accounting Period 1 - 6 by Day

CONTENTS

(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
10/29/2002	83	19,689	18,633	0	499	557			
10/30/2002	81	5,928	5,316	0	0	612			
10/31/2002	25	2,624	2,624	0	0	0			
11/1/2002	67	7,407	6,841	0	17	549			
11/2/2002	87	12,619	8,142	0	144	4,333			
11/3/2002	0	0	0	0	0	0			
11/4/2002	0	0	0	0	0	0			
11/5/2002	73	11,722	8,632	0	0	3,090			
11/6/2002	76	10,396	8,602	0	19	1,775			
11/7/2002	83	6,177	5,503	0	122	552			
11/8/2002	74	5,461	4,093	0	0	1,368			
11/9/2002	140	15,313	14,082	0	9	1,222			
11/10/2002	0	0	0	0	0	0			
11/11/2002	0	0	0	0	0	0			
11/12/2002	0	0	0	0	0	0			
11/13/2002	694	25,429	22,733	0	1,506	1,190			
11/14/2002	0	0	0	0	0	0			
11/15/2002	330	30,093	25,338	0	221	4,534			
11/16/2002	0	0	0	0	0	0			
11/17/2002	0	0	0	0	0	0			
11/18/2002	0	0	0	0	0	0	1	2	Printsite 1
11/19/2002	145	17779	14187	0	11	3581			
11/20/2002	1	822	822	0	0	0			
11/21/2002	360	15430	8282	0	1418	5730			
11/22/2002	0	0	0	0	0	0			
11/23/2002	0	0	0	0	0	0			

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Printsite Batch Volume Log - Printsite 3¹⁰

Fiscal Year 2003 Accounting Period 1 - 6 by Day

CONTENTS

(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
11/24/2002	214	26,446	24,643	0	129	1,674			
11/25/2002	0	0	0	0	0	0			
11/26/2002	145	18,981	17,022	0	1	1,958			
11/27/2002	104	10,993	2,801	0	1	8,191			
11/28/2002	0	0	0	0	0	0			
11/29/2002	0	0	0	0	0	0			
11/30/2002	106	8,719	7,963	0	4	752			
12/1/2002	0	0	0	0	0	0			
12/2/2002	22	10,428	10,348	0	0	80			
12/3/2002	55	5,557	4,184	0	609	764			
12/4/2002	10	368	368	0	0	0			
12/5/2002	108	13,743	11,669	0	0	2,074			
12/6/2002	31	8,362	8,362	0	0	0			
12/7/2002	151	14,802	12,604	0	26	2,172			
12/8/2002	1	90	0	0	90	0			
12/9/2002	2	18	4	0	14	0			
12/10/2002	76	17,045	16,264	0	0	781			
12/11/2002	0	0	0	0	0	0			
12/12/2002	74	8,564	8,091	0	330	143			
12/13/2002	87	8,285	5,131	0	1,546	1,608			
12/14/2002	131	14,027	11,643	0	642	1,742			
12/15/2002	69	19,210	19,166	0	44	0			
12/16/2002	1	2	0	0		2			
12/17/2002	87	8,867	7,814	0	100	953			
12/18/2002	0	0	0	0	0	0			
12/19/2002	0	0	0	0	0	0			

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Printsite Batch Volume Log - Printsite 3¹⁰
Fiscal Year 2003 Accounting Period 1 - 6 by Day

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(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
12/20/2002	44	6,184	4,473	0	8	1,703			
12/21/2002	90	12,376	7,719	0	1,073	3,584			
12/22/2002	0	0	0	0	0	0			
12/23/2002	49	20,262	18,731	0	933	598			
12/24/2002	42	4,024	2,084	0	1,120	820			
12/25/2002	0	0	0	0	0	0			
12/26/2002	0	0	0	0	0	0			
12/27/2002	94	10,923	7,331	0	0	3,592			
12/28/2002	57	10677	9029	0	148	1500			
12/29/2002	0	0	0	0	0	0			
12/30/2002	22	6,658	6,489	0	27	142			
12/31/2002	0	0	0	0	0	0			
1/1/2003	0	0	0	0	0	0			
1/2/2003	40	6,845	5,848	0	0	997			
1/3/2003	58	23,489	22,697	0	0	792			
1/4/2003	103	15,229	12,579	0	198	2,452			
1/5/2003	0	0	0	0	0	0			
1/6/2003	45	7,246	7,242	0	0	4			
1/7/2003	0	0	0	0	0	0			
1/8/2003	36	3,122	2,568	0	1	553			
1/9/2003	22	2,253	2,243	0	2	8	1	15,000	Printsite 1
1/10/2003	115	16,774	15,770	0	64	940			
1/11/2003	0	0	0	0	0	0			
1/12/2003	0	0	0	0	0	0			
1/13/2003	67	36,690	36,682	0	8	0			
1/14/2003	40	3,698	3,121	0	0	577			

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Printsite Batch Volume Log - Printsite 3¹⁰
Fiscal Year 2003 Accounting Period 1 - 6 by Day

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(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
1/15/2003	36	9,598	8,449	0	0	1,149			
1/16/2003	137	16,535	12,305	0	493	3,737			
1/17/2003	166	24,218	18,897	0	1,554	3,767			
1/18/2003	0	0	0	0	0	0			
1/19/2003	0	0	0	0	0	0			
1/20/2003	0	0	0	0	0	0			
1/21/2003	34	10,570	10,535	0	34	1			
1/22/2003	0	0	0	0	0	0			
1/23/2003	152	16,669	7,244	0	910	8,515			
1/24/2003	0	0	0	0	0	0			
1/25/2003	140	13,396	11,093	0	36	2,267			
1/26/2003	0	0	0	0	0	0			
1/27/2003	0	0	0	0	0	0			
1/28/2003	81	12,770	11,995	0	22	753			
1/29/2003	2	68	68	0	0	0			
1/30/2003	187	20,394	19,194	0	341	859			
1/31/2003	0	0	0	0	0	0			
2/1/2003	118	8,780	7,264	0	0	1,516			
2/2/2003	0	0	0	0	0	0			
2/3/2003	0	0	0	0	0	0			
2/4/2003	69	14,889	13,142	0	1,321	426			
2/5/2003	57	8,074	6,204	0	881	989			
2/6/2003	158	20,147	18,121	0	669	1,357			
2/7/2003	86	6,673	4,772	0	14	1,887			
2/8/2003	172	24,064	19,898	0	333	3,833			
2/9/2003	0	0	0	0	0	0			

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Printsite Batch Volume Log - Printsite 3¹⁰

Fiscal Year 2003 Accounting Period 1 - 6 by Day

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(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
2/10/2003	1	17	17	0	0	0			
2/11/2003	42	9,026	9,007	0	18	1			
2/12/2003	80	35,469	29,539	0	1,708	4,222			
2/13/2003	73	9,304	8,509	0	9	786			
2/14/2003	99	18,313	12,194	0	1,250	4,869			
2/15/2003	132	16,163	12,450	0	1,055	2,658	1	1	Printsite 2
2/16/2003	0	0	0	0	0	0			
2/17/2003	0	0	0	0	0	0			
2/18/2003	61	26,449	24,291	0		2,158			
2/19/2003	0	0	0	0	0	0			
2/20/2003	35	7,842	7,043	0	0	799			
2/21/2003	99	11,752	9,893	0	38	1,821			
Total AP1 - AP6	9,144	1,182,694	996,827	0	30,600	155,267	3	15,003	

¹⁰The piece volume totals in this report combined with Reports 8, 9 and 11 will be lower than the totals in the Piece Volume and Transaction Summary Reports due to the fact that a number of jobs may have been cancelled after submission thus never entering the mailstream. This difference may also be attributable to the fact that a job could have been ordered during the AP 1 - 6 period, but mailed afterwards, in which case it would appear in the Transaction and Piece Volume reports but not in the Mailstream and Batch reports. Additionally, mailstreams were deleted after being initially processed.

Printsite Batch Volume Log - Printsite 4¹¹
Fiscal Year 2003 Accounting Period 1 - 6 by Day

CONTENTS

Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
9/7/2002	0	0	0	0	0	0	0		
9/8/2002	0	0	0	0	0	0	0		
9/9/2002	0	0	0	0	0	0	0		
9/10/2002	0	0	0	0	0	0	0		
9/11/2002	0	0	0	0	0	0	0		
9/12/2002	0	0	0	0	0	0	0		
9/13/2002	0	0	0	0	0	0	0		
9/14/2002	0	0	0	0	0	0	0		
9/15/2002	0	0	0	0	0	0	0		
9/16/2002	0	0	0	0	0	0	0		
9/17/2002	0	0	0	0	0	0	0		
9/18/2002	0	0	0	0	0	0	0		
9/19/2002	0	0	0	0	0	0	0		
9/20/2002	0	0	0	0	0	0	0		
9/21/2002	0	0	0	0	0	0	0		
9/22/2002	0	0	0	0	0	0	0		
9/23/2002	0	0	0	0	0	0	0		
9/24/2002	0	0	0	0	0	0	0		
9/25/2002	0	0	0	0	0	0	0		
9/26/2002	0	0	0	0	0	0	0		
9/27/2002	0	0	0	0	0	0	0		
9/28/2002	0	0	0	0	0	0	0		
9/29/2002	0	0	0	0	0	0	0		
9/30/2002	0	0	0	0	0	0	0		
10/1/2002	0	0	0	0	0	0	0		
10/2/2002	0	0	0	0	0	0	0		

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**Printsite Batch Volume Log - Printsite 4¹¹
Fiscal Year 2003 Accounting Period 1 - 6 by Day**

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(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
10/3/2002	0	0	0	0	0	0			
10/4/2002	0	0	0	0	0	0			
10/5/2002	0	0	0	0	0	0			
10/6/2002	0	0	0	0	0	0			
10/7/2002	0	0	0	0	0	0			
10/8/2002	0	0	0	0	0	0			
10/9/2002	0	0	0	0	0	0			
10/10/2002	0	0	0	0	0	0			
10/11/2002	0	0	0	0	0	0			
10/12/2002	0	0	0	0	0	0			
10/13/2002	0	0	0	0	0	0			
10/14/2002	0	0	0	0	0	0			
10/15/2002	0	0	0	0	0	0			
10/16/2002	0	0	0	0	0	0			
10/17/2002	0	0	0	0	0	0			
10/18/2002	0	0	0	0	0	0			
10/19/2002	0	0	0	0	0	0			
10/20/2002	0	0	0	0	0	0			
10/21/2002	0	0	0	0	0	0			
10/22/2002	0	0	0	0	0	0			
10/23/2002	0	0	0	0	0	0			
10/24/2002	0	0	0	0	0	0			
10/25/2002	0	0	0	0	0	0			
10/26/2002	0	0	0	0	0	0			
10/27/2002	0	0	0	0	0	0			
10/28/2002	0	0	0	0	0	0			

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Printsite Batch Volume Log - Printsite 4¹¹
Fiscal Year 2003 Accounting Period 1 - 6 by Day

CONTENTS

(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
10/29/2002	0	0	0	0	0	0			
10/30/2002	0	0	0	0	0	0			
10/31/2002	0	0	0	0	0	0			
11/1/2002	0	0	0	0	0	0			
11/2/2002	0	0	0	0	0	0			
11/3/2002	0	0	0	0	0	0			
11/4/2002	0	0	0	0	0	0			
11/5/2002	0	0	0	0	0	0			
11/6/2002	0	0	0	0	0	0			
11/7/2002	0	0	0	0	0	0			
11/8/2002	0	0	0	0	0	0			
11/9/2002	0	0	0	0	0	0			
11/10/2002	0	0	0	0	0	0			
11/11/2002	0	0	0	0	0	0			
11/12/2002	0	0	0	0	0	0			
11/13/2002	0	0	0	0	0	0			
11/14/2002	0	0	0	0	0	0			
11/15/2002	0	0	0	0	0	0			
11/16/2002	0	0	0	0	0	0			
11/17/2002	0	0	0	0	0	0			
11/18/2002	0	0	0	0	0	0			
11/19/2002	0	0	0	0	0	0			
11/20/2002	0	0	0	0	0	0			
11/21/2002	0	0	0	0	0	0			
11/22/2002	0	0	0	0	0	0			
11/23/2002	0	0	0	0	0	0			

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Printsite Batch Volume Log - Printsite 4¹¹
Fiscal Year 2003 Accounting Period 1 - 6 by Day

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(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
11/24/2002	0	0	0	0	0	0			
11/25/2002	0	0	0	0	0	0			
11/26/2002	0	0	0	0	0	0			
11/27/2002	0	0	0	0	0	0			
11/28/2002	0	0	0	0	0	0			
11/29/2002	0	0	0	0	0	0			
11/30/2002	0	0	0	0	0	0			
12/1/2002	0	0	0	0	0	0			
12/2/2002	0	0	0	0	0	0			
12/3/2002	0	0	0	0	0	0			
12/4/2002	0	0	0	0	0	0			
12/5/2002	0	0	0	0	0	0			
12/6/2002	0	0	0	0	0	0			
12/7/2002	0	0	0	0	0	0			
12/8/2002	0	0	0	0	0	0			
12/9/2002	0	0	0	0	0	0			
12/10/2002	0	0	0	0	0	0			
12/11/2002	0	0	0	0	0	0			
12/12/2002	0	0	0	0	0	0			
12/13/2002	0	0	0	0	0	0			
12/14/2002	0	0	0	0	0	0			
12/15/2002	0	0	0	0	0	0			
12/16/2002	0	0	0	0	0	0			
12/17/2002	0	0	0	0	0	0			
12/18/2002	0	0	0	0	0	0			
12/19/2002	36	5,958	5,618	0	0	340			

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Printsite Batch Volume Log - Printsite 4¹¹
Fiscal Year 2003 Accounting Period 1 - 6 by Day

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(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
12/20/2002	64	4,391	3,970	0	0	421			
12/21/2002	53	3,101	3,083	0	11	7			
12/22/2002	0	0	0	0	0	0			
12/23/2002	36	11,333	11,108	0	2	223			
12/24/2002	39	5,147	5,046	0	0	101			
12/25/2002	0	0	0	0	0	0			
12/26/2002	12	2,638	2,638	0	0	0	2	215	Printsite 2
12/27/2002	0	0	0	0	0	0			
12/28/2002	0	0	0	0	0	0			
12/29/2002	0	0	0	0	0	0			
12/30/2002	0	0	0	0	0	0	2	12	Printsite 2
12/31/2002	0	0	0	0	0	0			
1/1/2003	0	0	0	0	0	0			
1/2/2003	2	1	1	0	0	0			
1/3/2003	0	0	0	0	0	0			
1/4/2003	0	0	0	0	0	0			
1/5/2003	0	0	0	0	0	0			
1/6/2003	0	0	0	0	0	0			
1/7/2003	0	0	0	0	0	0			
1/8/2003	0	0	0	0	0	0			
1/9/2003	0	0	0	0	0	0			
1/10/2003	0	0	0	0	0	0			
1/11/2003	0	0	0	0	0	0			
1/12/2003	0	0	0	0	0	0			
1/13/2003	0	0	0	0	0	0			
1/14/2003	0	0	0	0	0	0			

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Printsite Batch Volume Log - Printsite 4¹¹
Fiscal Year 2003 Accounting Period 1 - 6 by Day

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(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
1/15/2003	0	0	0	0	0	0			
1/16/2003	0	0	0	0	0	0			
1/17/2003	0	0	0	0	0	0			
1/18/2003	0	0	0	0	0	0			
1/19/2003	0	0	0	0	0	0			
1/20/2003	0	0	0	0	0	0			
1/21/2003	0	0	0	0	0	0			
1/22/2003	0	0	0	0	0	0			
1/23/2003	0	0	0	0	0	0			
1/24/2003	0	0	0	0	0	0			
1/25/2003	0	0	0	0	0	0			
1/26/2003	0	0	0	0	0	0			
1/27/2003	0	0	0	0	0	0			
1/28/2003	0	0	0	0	0	0			
1/29/2003	0	0	0	0	0	0			
1/30/2003	0	0	0	0	0	0			
1/31/2003	0	0	0	0	0	0			
2/1/2003	0	0	0	0	0	0			
2/2/2003	0	0	0	0	0	0			
2/3/2003	0	0	0	0	0	0			
2/4/2003	0	0	0	0	0	0			
2/5/2003	0	0	0	0	0	0			
2/6/2003	0	0	0	0	0	0			
2/7/2003	0	0	0	0	0	0			
2/8/2003	0	0	0	0	0	0			
2/9/2003	0	0	0	0	0	0			

(Continued)

Printsite Batch Volume Log - Printsite 4¹¹
Fiscal Year 2003 Accounting Period 1 - 6 by Day

CONTENTS

(Continued)

Date	Number of Mailstreams	Number of Pieces	First Class	G10	Non-Profit	Standard	Number of Mailstreams Rerouted	Number of Pieces Rerouted	Destination Printsite
2/10/2003	0	0	0	0	0	0			
2/11/2003	0	0	0	0	0	0			
2/12/2003	0	0	0	0	0	0			
2/13/2003	0	0	0	0	0	0			
2/14/2003	0	0	0	0	0	0			
2/15/2003	0	0	0	0	0	0			
2/16/2003	0	0	0	0	0	0			
2/17/2003	0	0	0	0	0	0			
2/18/2003	0	0	0	0	0	0			
2/19/2003	0	0	0	0	0	0			
2/20/2003	0	0	0	0	0	0			
2/21/2003	0	0	0	0	0	0			
Total AP1 - AP6	242	32,569	31,464	0	13	1,092	4	227	

¹¹The piece volume totals in this report combined with Reports 8, 9 and 10 will be lower than the totals in the Piece Volume and Transaction Summary Reports due to the fact that a number of jobs may have been cancelled after submission thus never entering the mailstream. This difference may also be attributable to the fact that a job could have been ordered during the AP 1 - 6 period, but mailed afterwards, in which case it would appear in the Transaction and Piece Volume reports but not in the Mailstream and Batch reports. Additionally, mailstreams were deleted after being initially processed.

New Customer Transactions¹²
Fiscal Year 2003 Accounting Period 1 - 6**CONTENTS**

AP	New Users	Unique Users	Transactions
1	411	986	2409
2	455	1,087	2668
3	434	1,094	3823
4	410	988	2336
5	497	1,167	2643
6	610	1,390	3344
Total AP1 - AP6	2,817	6,712	17,223

¹²**New Users** represents those users purchasing their very first job during the given AP. **Unique Users** represents those individual users purchasing a job during the given AP. This is a "unique" measure due to the fact that Users can be counted only one time during a given AP. **Transactions** represents the number of paid jobs during the given AP.

Mailstream Depth of Sort¹³

Fiscal Year 2003 Accounting Period 1 - 6

CONTENTS

Container Type	Container Level	Total AP1 - AP6	AP1	AP2	AP3	AP4	AP5	AP6
1' Tray	3 Digit (Presort)	861,295	104,778	164,530	151,976	91,572	144,346	204,093
1' Tray	3 Digit Scheme	477,834	60,295	94,369	95,670	56,451	71,645	99,404
1' Tray	5 Digit (Presort Only)	872,208	114,380	144,334	145,320	120,947	162,689	184,538
1' Tray	AADC	530,179	66,034	144,171	96,834	42,875	71,643	108,622
1' Tray	CR-Direct	17,635	1,925	2,491	2,636	6,384	2,697	1,502
1' Tray	Mixed AADC	364,104	54,004	51,089	67,965	54,657	65,073	71,316
1' Tray	Mixed CR in 5 Digit	214,293	43,722	45,296	26,983	25,879	29,744	42,669
2' Tray	3 Digit (Presort)	438,236	63,210	76,269	64,145	52,376	83,129	99,107
2' Tray	3 Digit Scheme	430,114	61,987	69,667	61,101	58,356	84,282	94,721
2' Tray	5 Digit (Presort Only)	1,135,596	157,745	209,220	150,669	183,601	173,722	260,639
2' Tray	AADC	163,550	24,159	25,960	25,124	21,598	36,142	30,567
2' Tray	CR-Direct	14,345	0	4,827	423	4,005	4,808	282
2' Tray	Mixed AADC	1,384,156	190,831	264,805	246,618	191,353	215,976	274,573
2' Tray	Mixed CR in 5 Digit	167,547	14,871	53,079	15,200	26,738	27,471	30,188
Flat Tub	3 Digit (Presort)	3,391	756	200	878	30	813	714
Flat Tub	5 Digit (Presort Only)	3,124	225	121	868	544	328	1,038
Flat Tub	ADC	5,113	767	218	550	943	1,728	907
Flat Tub	Mixed ADC	14,977	3,858	577	3,479	1,998	2,034	3,031
Sack	3 Digit (Presort)	8,117	260	0	3,523	377	3,016	941
Sack	ADC	7,330	0	213	4,953	691	769	704
Sack	Mixed ADC	7,446	275	215	2,417	1,477	1,319	1,743

¹³Total Mail pieces will be different than the Piece Volume reports and the Mailstream reports. This is due to the fact that depth of sort data is extracted from Mail.dat files which are only created when a job is mailed. As a result, this will exclude jobs that have been ordered within AP 1 - 6 but have a scheduled mail date outside of AP 1 - 6. In addition, a small number of jobs were "forced through" the system and as a result had no accompanying data.

ICCC Help Desk Statistics¹⁴

Fiscal Year 2003 Accounting Period 1 - 6

CONTENTS

AP 1			
Registered Customers	Tickets		Tickets / Customer
299	890		2.98
Registered Customers Top Reasons			
Problem Type	Item Affected	Item Specifics	Percentage of Tickets
Information	General	N/A	24.2%
Information	Instructions	Document Upload	5.7%
Document	Upload Error	File/Page Size Exceeded	4.6%
Non-Registered Customers		Tickets	
136		136	
Non-Registered Customers Top Reasons			
Problem Type	Item Affected	Item Specifics	Percentage of Tickets
Information	General	N/A	22.1%
Document	Upload Error	File/Page Size Exceeded	5.8%
Mailing List	Address Book	Create/Edit/Delet Addresses	5.1%
Source of Tickets	Tickets		Percentage of Tickets
Email	530		51.7%
Phone	449		43.8%
Internet Update	45		4.4%
Voicemail	2		0.2%

AP 2			
Registered Customers	Tickets		Tickets / Customer
309	1040		3.37
Registered Customers Top Reasons			
Problem Type	Item Affected	Item Specifics	Percentage of Tickets
Information	General	N/A	23.8%
Order Status	Current Status	N/A	9.0%
Information	Instructions	Document Upload	4.2%
Non-Registered Customers		Tickets	
160		160	
Non-Registered Customers Top Reasons			
Problem Type	Item Affected	Item Specifics	Percentage of Tickets
Information	General	N/A	28.1%
Information	Instructions	Document Upload	8.1%
Document	Upload Error	File/Page Size Exceeded	6.3%
Source of Tickets	Tickets		Percentage of Tickets
Email	655		54.6%
Phone	459		38.3%
Internet Update	78		6.5%
Voicemail	7		0.6%
USPS Mail	1		0.1%

(Continued)

ICCC Help Desk Statistics¹⁴

Fiscal Year 2003 Accounting Period 1 - 6

CONTENTS

(Continued)

AP 3			
Registered Customers	Tickets		Tickets / Customer
307	864		2.81
Registered Customers Top Reasons			
Problem Type	Item Affected	Item Specifics	Percentage of Tickets
Information	General	N/A	22.5%
Production Issues	Print Site	Order Processing	10.0%
Information	Errors/Problems		
Information	Capabilities	Options	4.1%
Non-Registered Customers		Tickets	
144		144	
Non-Registered Customers Top Reasons			
Problem Type	Item Affected	Item Specifics	Percentage of Tickets
Information	General	N/A	26.4%
Order Status	Current Status	N/A	5.6%
Document	Upload Error	File/Page Size Exceeded	4.7%
Source of Tickets	Tickets		Percentage of Tickets
Email	550		54.6%
Phone	354		35.1%
Internet Update	103		10.2%
Voicemail	1		0.1%

AP 4			
Registered Customers	Tickets		Tickets / Customer
249	732		2.94
Registered Customers Top Reasons			
Problem Type	Item Affected	Item Specifics	Percentage of Tickets
Information	General	N/A	23.4%
Production Issues	Print Site	Order Processing	7.2%
Information	Errors/Problems		
Document	Upload Error	File/Page Size Exceeded	5.9%
Non-Registered Customers		Tickets	
79		79	
Non-Registered Customers Top Reasons			
Problem Type	Item Affected	Item Specifics	Percentage of Tickets
Information	General	N/A	34.2%
Document	Upload Error	File/Page Size Exceeded	7.6%
Order Status	Current Status	N/A	5.1%
Source	Tickets		Percentage of Tickets
Email	482		59.4%
Phone	264		32.6%
Internet Update	64		7.9%
Voicemail	1		0.1%

(Continued)

ICCC Help Desk Statistics¹⁴
Fiscal Year 2003 Accounting Period 1 - 6

CONTENTS

(Continued)

AP 5			
Registered Customers	Tickets		Tickets / Customer
283	724		2.56
Registered Customers Top Reasons			
Problem Type	Item Affected	Item Specifics	Percentage of Tickets
Information	General	N/A	19.3%
Production Issues	Print Site Errors/Problems	Order Processing	10.2%
Order Status	Current Status	N/A	5.1%
Non-Registered Customers		Tickets	
116		116	
Non-Registered Customers Top Reasons			
Problem Type	Item Affected	Item Specifics	Percentage of Tickets
Information	General	N/A	30.2%
Information	Instructions	Document Upload	12.1%
Information	Instructions	Mail List	5.2%
Source of Tickets	Tickets		Percentage of Tickets
Email	442		52.6%
Phone	312		37.1%
Internet Update	85		10.1%
Voicemail	1		0.1%

AP 6			
Registered Customers	Tickets		Tickets / Customer
312	929		2.98
Registered Customers Top Reasons			
Problem Type	Item Affected	Item Specifics	Percentage of Tickets
Information	General	N/A	28.2%
Order Status	Current Status	N/A	5.5%
Document	Upload Error	File/Page Size Exceeded	5.1%
Non-Registered Customers		Tickets	
132		132	
Non-Registered Customers Top Reasons			
Problem Type	Item Affected	Item Specifics	Percentage of Tickets
Information	General	N/A	30.3%
Information	Instructions	Document Upload	8.3%
Document	Upload Error	Invalid Paper Size	4.5%
Source of Tickets	Tickets		Percentage of Tickets
Email	596		56.2%
Phone	364		34.3%
Internet Update	93		8.8%
Voicemail	8		0.8%

(Continued)

ICCC Help Desk Statistics¹⁴

Fiscal Year 2003 Accounting Period 1 - 6

CONTENTS

(Continued)

Totals AP 1 - AP 6			
Registered Customers	Tickets		Tickets / Customer
1,384	5,179		3.74
Registered Customers Top Reasons			
Problem Type	Item Affected	Item Specifics	Percentage of Tickets
Information	General	N/A	22.4%
Order Status	Current Status	N/A	6.3%
Production Issues	Print Site Errors/Problems	Order Processing	5.6%
Non-Registered Customers		Tickets	
767		767	
Non-Registered Customers Top Reasons			
Problem Type	Item Affected	Item Specifics	Percentage of Tickets
Information	General	N/A	28.0%
Information	Instructions	Document Upload	6.7%
Document	Upload Error	File/Page Size Exceeded	5.3%
Source	Tickets		Percentage of Tickets
Email	3255		62.8%
Phone	2202		42.5%
Internet Update	468		9.0%
Voicemail	20		0.4%
USPS Mail	1		0.0%

¹⁴Non-Registered Customers are all individuals who have not registered within the MOL system. Brightware is an internet e-mail response system used by ICCC.

San Mateo Help Desk Statistics¹⁵

Fiscal Year 2003 Accounting Period 1 - 6

CONTENTS

AP	Ticket #	Create Date	Closed Date	Severity	Problem Detail
1	04975590	9/16/2002	10/1/2002	3-Minimal Impact	MOL is receiving connection time outs when sending automatic customer emails.
1	05031947	9/30/2002	10/1/2002	3-Minimal Impact	http://usps.com/maillingonline/. User unable to upload documents from this website.
2	05062145	10/5/2002	10/7/2002	3-Minimal Impact	SEE WORKLOG
2	05096205	10/18/2002	10/17/2002	3-Minimal Impact	SLOW RESPONSE- UNABLE TO ACCESS
2	05116098	10/20/2002	10/20/2002	2-High Impact	SEE WORKLOG - USER REPORTED CUSTOMERS CANNOT UPLOAD DOCUMENTS.
2	05121478	10/21/2002	10/21/2002	1-Critical Impact	SEE WORK LOG
2	05123779	10/22/2002	10/28/2002	3-Minimal Impact	Same as Remedy #5121478, which was closed. Users are unable to upload a MOL postcard template to do a mailing.
2	05124284	10/22/2002	10/22/2002	3-Minimal Impact	SEE WORKLOG
2	05136507	10/24/2002	10/24/2002	2-High Impact	MOL server is not responding per Kozumplik/smunix
2	05140910	10/25/2002	10/25/2002	3-Minimal Impact	MOL - User calling from the ICC and stating he received an error of 'LOCATION CANNOT BE DISPLAYED'. The user was attempting to retrieve the REPORTS located @ URL: MOLCTL.USPS.COM when received the above error. The user clicks on report REPORTS, then selects 'QC4' report and it prompts him to user NAME & when enters the user name he receives the above error. Sara/SMCSB.
3	05235560	11/18/2002	11/18/2002	4-Customer Request	Disks c3t17d0 & c3t19d0 are offline
3	05258782	11/22/2002	11/22/2002	1-Critical Impact	SEE WORKLOG
4	05311147	12/5/2002	12/6/2002	3-Minimal Impact	SEE WORKLOG
5	05435074	1/6/2003	1/6/2003	3-Minimal Impact	User is from Accenture reports that Mailing on Line is broken.
5	05438490	1/7/2003	1/7/2003	3-Minimal Impact	ICCC called to report slow response accessing MOL. their ticket # 338635
6	05570581	2/3/2003	2/3/2003	1-Critical Impact	MOL very slow, cubix boxes not responding, about to crash.
6	05574529	2/3/2003	2/4/2003	3-Minimal Impact	SEE WORKLOG. Cubix box problems, site slow.
6	05580691	2/4/2003	2/5/2003	3-Minimal Impact	Errors on production MOLCTL hme2. The print sites are timing out trying to retrieve items from the controller, and things are starting to back up on the print site queues.
6	05591974	2/6/2003	3/12/2003	3-Minimal Impact	Noticing disk/media errors in the /var/adm/messages files

¹⁵Each record contains the actual help ticket contents.

Report 16

Functional Equivalency Applications
Fiscal Year 2003 Accounting Period 1 - 6

CONTENTS

Applicant	Date	Result
No New Applications Filed		

Credits

Fiscal Year 2003 Accounting Period 1 - 6 and by Day

CONTENTS

By Day	Amount
Date	
9/11/2002	\$752.48
9/19/2002	\$2,171.72
9/23/2002	\$1,630.14
10/1/2002	\$11,847.23
10/8/2002	\$835.07
10/15/2002	\$164.58
10/21/2002	\$3,909.49
10/30/2002	\$1,555.43
11/6/2002	\$18,283.72
11/8/2002	\$6,545.33
11/9/2002	\$218.81
11/19/2002	\$2,434.14
11/25/2002	\$889.32
11/27/2002	\$237.68
12/11/2002	\$1,245.46
12/17/2002	\$103.50
12/20/2002	\$395.58
1/13/2003	\$5,185.90
1/14/2003	\$36.20
1/23/2003	\$23.18
2/7/2003	\$7,300.20
2/12/2003	\$161.99
Total AP 1 - 6	\$65,927.14

By AP	Amount
AP	
1	\$16,402
2	\$6,464.56
3	\$28,609.00
4	\$1,744.54
5	\$5,245.28
6	\$7,462.19
Total AP 1 - 6	\$65,927.14

Customer Satisfaction Indicators

Fiscal Year 2003 Accounting Period 1 - 6

CONTENTS

Reasons for Help Desk Complaint Tickets

Complaint Type	Number of tickets
Transactional system problem	1,524
Quality of Product	810
Payment problem	417
Other technical problems	230
Inquiry	15
Total tickets AP1 - AP6	2,996

Reasons for Transactional System Complaint Tickets

Complaint type	Number of tickets
Upload Errors	1093
Viewing Issues	189
Address Book	105
Field Mapping	44
List Management	32
Errors on Submit	29
Options	16
Incompatible MailList/Doc Merge	13
Return Address	1
Price Calculation	1
Payment Process	1
Total tickets AP1 - AP6	1,524

Reasons for Help Desk Other Tickets

Complaint type	Number of tickets
Email	7
Total tickets AP1 - AP6	7

Reasons for Help Desk Inquiry Tickets

Inquiry Type	Number of tickets
Information	2,580
Order Status	352
Marketing	10
Correo	1
Total tickets AP1 - AP6	2,943

Reasons for Information Inquiry Tickets

Inquiry Type	Number of tickets
General	1,373
Capabilities	479
Instructions	406
Pricing	243
Sample Kits	32
Updates	28
Quality	9
Privacy	5
Terms/Conditions	4
Minimum User Requirements	1
Total tickets AP1 - AP6	2,580

ICCC Tickets Summary

Call Type	Number of tickets
Complaint	2,996
Inquiry	2,943
Other	7
Total tickets AP1 - AP6	5,946

Additional Customer Service Indicators

Indicator	Value
Average jobs per user	2.6
Average revenue per user	\$367.06
Average revenue per job	\$143.05
Average pages per job	480
Average pieces per job	424

Services Costs

Fiscal Year 2003 Accounting Period 1 - 6

CONTENTS

Total Services Costs

Category	AP1	AP2	AP3	AP4	AP5	AP6
MOL-Specific Costs						
<i>PwC Consulting / IBM</i>	\$13,669	\$17,900	\$14,205	\$7,694	\$3,049	\$1,630
Total MOL-Specific Costs	\$13,669	\$17,900	\$14,205	\$7,694	\$3,049	\$1,630
Shared Costs						
<i>PwC Consulting / IBM</i>	\$0	\$0	\$0	\$0	\$0	\$0
Total Shared Costs	\$0	\$0	\$0	\$0	\$0	\$0

Total Shared Costs for AP 1 - 6	Total MOL-Specific Costs for AP 1 - 6
\$0	\$58,146

Administrative Management and Maintenance Costs²⁰
Fiscal Year 2003 Accounting Period 1 - 6

CONTENTS

Total Administrative Management and Maintenance Costs

Category	AP1	AP2	AP3	AP4	AP5	AP6
MOL-Specific Costs						
<i>System Support and Maintenance</i>	\$179,439	\$176,661	\$168,328	\$168,333	\$169,010	\$182,117
Total MOL-Specific Costs	\$179,439	\$176,661	\$168,328	\$168,333	\$169,010	\$182,117
Shared Costs						
<i>System Support and Maintenance</i>	\$0	\$0	\$0	\$0	\$0	\$0
Total Shared Costs	\$0	\$0	\$0	\$0	\$0	\$0

Total Shared Costs for AP 1 - 6	Total MOL-Specific Costs for AP 1 - 6
\$0	\$1,043,888

²⁰These costs reflect efforts to manage and maintain the system. System Development and Implementation costs are reported separately in report 25.

Internet Customer Care Center Costs
Fiscal Year 2003 Accounting Period 1 - 6

CONTENTS

Total ICCC Help Desk Costs

Category	AP1	AP2	AP3	AP4	AP5	AP6
MOL-Specific Costs						
<i>Operations</i>	\$0	\$0	\$0	\$0	\$0	\$0
<i>Personnel</i>	\$21,957	\$30,843	\$27,078	\$27,530	\$29,457	\$25,632
<i>Hardware</i>	\$0	\$0	\$0	\$0	\$0	\$0
<i>Software</i>	\$0	\$0	\$0	\$0	\$0	\$0
Total MOL-Specific Costs	\$21,957	\$30,843	\$27,078	\$27,530	\$29,457	\$25,632
Shared Costs						
<i>Operations</i>	\$1,137	\$1,072	\$1,055	\$1,040	\$1,954	\$1,154
<i>Personnel</i>	\$0	\$0	\$0	\$0	\$0	\$0
<i>Hardware</i>	\$0	\$0	\$0	\$0	\$0	\$0
<i>Software</i>	\$0	\$0	\$0	\$0	\$0	\$0
Total Shared Costs	\$1,137	\$1,072	\$1,055	\$1,040	\$1,954	\$1,154

Total Shared Costs for AP 1 - 6	Total MOL-Specific Costs for AP 1 - 6
\$7,411	\$162,497

Hardware and Software Costs
Fiscal Year 2003 Accounting Period 1 - 6

CONTENTS

Total Hardware and Software Costs

Category	AP1	AP2	AP3	AP4	AP5	AP6
MOL-Specific Costs						
<i>Hardware</i>	\$0	\$0	\$0	\$0	\$0	\$0
<i>Software</i>	\$0	\$0	\$0	\$0	\$0	\$0
Total MOL-Specific Costs	\$0	\$0	\$0	\$0	\$0	\$0
Shared Costs						
<i>Hardware</i>	\$0	\$0	\$0	\$0	\$0	\$0
<i>Software</i>	\$0	\$0	\$0	\$0	\$0	\$0
Total Shared Costs	\$0	\$0	\$0	\$0	\$0	\$0

Total Shared Costs for AP 1 - 6	Total MOL-Specific Costs for AP1 - 6
\$0	\$0

Bank Card Service Charges²³
Fiscal Year 2003 Accounting Period 1 - 6

CONTENTS

Total Bankcard Service Charges

Category	AP1	AP2	AP3	AP4	AP5	AP6
MOL-Specific Costs						
<i>Bank Card Service Charges</i>	\$5,061	\$6,580	\$6,021	\$5,127	\$6,252	\$7,913
Total MOL-Specific Costs	\$5,061	\$6,580	\$6,021	\$5,127	\$6,252	\$7,913
Shared Costs						
<i>Bank Card Service Charges</i>	\$0	\$0	\$0	\$0	\$0	\$0
Total Shared Costs	\$0	\$0	\$0	\$0	\$0	\$0
	Total Shared Costs for AP 1 - 6			Total MOL-Specific Costs for AP 1- 6		
	\$0			\$36,955		

²³In conformity with the Postal Rate Commission's costing approach for Mailing Online, bank card service charges are calculated as 1.5% of Mailing Online fees.

Telecommunications and Networks Costs²⁴
Fiscal Year 2003 Accounting Period 1- 6

CONTENTS

Total Telecommunications and Networking Costs

Category	AP1	AP2	AP3	AP4	AP5	AP6
MOL-Specific Costs						
<i>T1 Line to the Printsites</i>	\$10,364	\$9,564	\$9,564	\$9,564	\$9,564	\$9,564
<i>384-K</i>	\$933	\$933	\$933	\$933	\$933	\$933
Total MOL-Specific Costs	\$11,297	\$10,497	\$10,497	\$10,497	\$10,497	\$10,497
Shared Costs						
<i>T1 Line to the Print site</i>	\$0	\$0	\$0	\$0	\$0	\$0
<i>384-K</i>	\$0	\$0	\$0	\$0	\$0	\$0
Total Shared Costs	\$0	\$0	\$0	\$0	\$0	\$0

Total Shared Costs for AP 1 - 6	Total MOL-Specific Costs for AP 1 - 6
\$0	\$63,782

System Development and Implementation Costs

Fiscal Year 2003 Accounting Period 1 - 6

CONTENTS

Total System Development and Implementation Costs

Category	AP1	AP2	AP3	AP4	AP5	AP6
MOL-Specific Costs						
<i>MOL System Development Labor</i>	\$53,606	\$0	\$0	\$5,103	\$30,019	\$69,201
Total MOL-Specific Costs	\$53,606	\$0	\$0	\$5,103	\$30,019	\$69,201
Shared Costs						
<i>MOL System Development Labor</i>	\$0	\$0	\$0	\$0	\$0	\$0
Total Shared Costs	\$0	\$0	\$0	\$0	\$0	\$0

Total Shared Costs for AP 1 - 6	Total MOL-Specific Costs for AP 1 - 6
\$0	\$157,928

Print Site Costs

Fiscal Year 2003 Accounting Period 1 - 6

CONTENTS

Total Print Site Costs

Category	AP1	AP2	AP3	AP4	AP5	AP6
MOL-Specific Costs						
<i>Print Site Costs</i>	\$62,351	\$82,231	\$95,016	\$76,939	\$99,257	\$103,080
Total MOL-Specific Costs	\$62,351	\$82,231	\$95,016	\$76,939	\$99,257	\$103,080
Shared Costs						
<i>Print Site Costs</i>	\$0	\$0	\$0	\$0	\$0	\$0
Total Shared Costs	\$0	\$0	\$0	\$0	\$0	\$0

Total Shared Costs for AP 1 - 6	Total MOL-Specific Costs for AP 1 - 6
\$0	\$518,874

Personnel Costs²⁷

Fiscal Year 2003 Accounting Period 1 - 6

CONTENTS

Total Personnel Costs

Category	AP1	AP2	AP3	AP4	AP5	AP6
MOL-Specific Costs						
<i>Salaries and Benefits</i>	\$0	\$0	\$0	\$0	\$0	\$0
<i>Travel</i>	\$0	\$0	\$0	\$0	\$0	\$0
<i>Training</i>	\$0	\$0	\$0	\$0	\$0	\$0
Total MOL-Specific Costs	\$0	\$0	\$0	\$0	\$0	\$0
Shared Costs						
<i>Salaries and Benefits</i>	\$46,248	\$44,145	\$41,736	\$40,062	\$44,766	\$47,576
<i>Travel</i>	\$0	\$0	\$0	\$0	\$0	\$0
<i>Training</i>	\$0	\$0	\$0	\$0	\$0	\$0
Total Shared Costs	\$46,248	\$44,145	\$41,736	\$40,062	\$44,766	\$47,576

Total Shared Costs for AP 1 - 6	Total MOL-Specific Costs for AP 1 - 6
\$264,533	\$0

²⁷Personnel costs consist of the salary and benefits of all USPS staff-level employees working on Mailing Online, excluding the program manager.

Marketing Costs
Fiscal Year 2003 Accounting Period 1 - 6

CONTENTS

Total Marketing Costs

Category	AP1	AP2	AP3	AP4	AP5	AP6
MOL-Specific Costs						
<i>Mass Production</i>	\$0	\$0	\$0	\$0	\$0	\$0
<i>Targeted Production</i>	\$0	\$0	\$0	\$0	\$0	\$0
<i>Retail Production</i>	\$0	\$0	\$0	\$0	\$0	\$0
<i>Mass Media</i>	\$0	\$0	\$0	\$0	\$0	\$0
<i>Sales Production</i>	\$0	\$0	\$0	\$0	\$0	\$0
Total MOL-Specific Costs	\$0	\$0	\$0	\$0	\$0	\$0
Shared Costs						
<i>Mass Production</i>	\$0	\$0	\$0	\$0	\$0	\$0
<i>Targeted Production</i>	\$0	\$0	\$0	\$0	\$0	\$0
<i>Retail Production</i>	\$0	\$0	\$0	\$0	\$0	\$0
<i>Mass Media</i>	\$0	\$0	\$0	\$0	\$0	\$0
<i>Sales Production</i>	\$0	\$0	\$0	\$0	\$0	\$0
Total Shared Costs	\$0	\$0	\$0	\$0	\$0	\$0

Total Shared Costs for AP 1 - 6	Total MOL-Specific Costs for AP 1 - 6
\$0	\$0

Information Systems Support Personnel Costs²⁹
Fiscal Year 2003 Accounting Period 1 - 6

CONTENTS

Total Personnel Costs

Category	AP1	AP2	AP3	AP4	AP5	AP6
MOL-Specific Costs						
<i>San Mateo CSB - Personnel</i>	\$0	\$0	\$118,750	\$0	\$0	\$118,750
<i>San Mateo CSB - Supplies</i>	\$0	\$0	\$0	\$0	\$0	\$0
Total MOL Specific Costs	\$0	\$0	\$118,750	\$0	\$0	\$118,750
Shared Costs						
<i>San Mateo CSB - Personnel</i>	\$0	\$0	\$0	\$0	\$0	\$0
<i>San Mateo CSB - Supplies</i>	\$0	\$0	\$0	\$0	\$0	\$0
Total Shared Costs	\$0	\$0	\$0	\$0	\$0	\$0

Total Shared Costs for AP 1 -6	Total MOL-Specific Costs for AP 1- 6
\$0	\$237,500

²⁹"Personnel logs" are no longer used to identify these costs as was the case during the Market Test.