

Optimized Collections

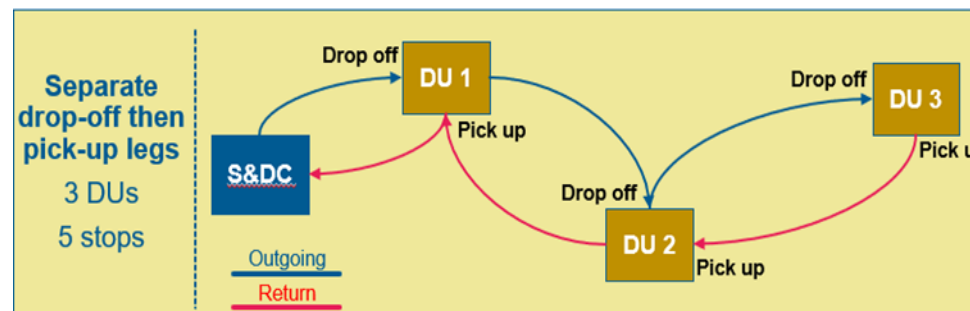
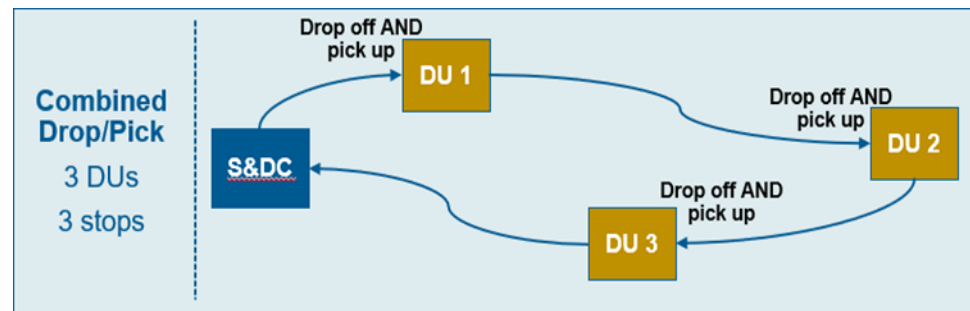
Optimized Collection Overview

- Optimizing our network
 - Optimization level determined by volume and distance
 - Improve cube utilization
 - Collect originating volume in the line of travel
 - In conjunction with logistics career insourcing initiative
- First Location: Richmond, VA
 - October 28th
- Potential expansion in November & January
 - Columbus, OH
 - Madison, WI
 - Oklahoma City, OK
 - Santa Clarita



Optimized Level Breakdown

- Full Optimization (Single Stop – Drop Off/Pickup Same Time)
- Hybrid-Optimized (Return Stop – Drop Off, Then Pickup on Return)
- No Optimization (Exceptions)



Collection Optimization – Communication (Employee & Customer)



Service Talk

July 28, 2023

Optimized Mail Transportation

Providing world-class service to our customers while exercising fiscal responsibility is a key objective of our 10-year Delivering for America strategic plan. Now in the third year of the plan, the Postal Service is continuously transforming and strengthening our business model. Part of the transformation involves improving our transportation network efficiency — including a change at this office to optimize our process for outbound mail.

The number of transportation dispatches will be consolidated for select offices. The process for outgoing collection mail dispatch will be combined and transported with existing morning trip(s). The morning dispatch of mail will arrive as scheduled and outbound collection mail from the previous business day will be transported at that time.

Customer service will not be impacted with this change and remains aligned to meet product service standards.

Each facility is still required to follow all outgoing mail process procedures for the use of Mail Transport Equipment Labeling placards; Registered Mail; and staging and securing the mail at the close of business each day. Offices are requested to condense mail transportation equipment as much as possible for space utilization while maintaining all required separations.

Thank you for all you do every day.



Customer Communication

Thank you for calling; and thank you for your business.

Due to transportation changes at our facility, all mail and packages dropped today will be sent on the first dispatch tomorrow morning.

We do not expect any impact to customer service from this change, as our transportation remains aligned to meet our published mailing and shipping product service standards.

This change is part of our ongoing efforts to improve customer service with greater reliability and improved efficiencies.

Again, thank you for doing business with the United States Postal Service.

