

# The Changing Environment For Package Delivery

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# WE CONNECT EVERY ADDRESS, EVERY DAY

From business to personal and every  
place in between for over 240 years



200,000+  
vehicles



154M delivery  
points nationwide



31,662 retail outlets  
More than McDonald's,  
Walmart, and Starbucks



Delivery  
7 days/week



512.8M mailpieces/day  
4B packages/year

# OUTPACING THE MARKETPLACE

In growth and reach



While our industry is growing at a rate of 7%, USPS is growing at 17%



Key player in e-commerce delivery



USPS even takes competitors' packages the "last mile" for delivery



# INNOVATIVE SOLUTIONS

That redefine the customer experience

Sunday delivery

Same-day delivery

Ship-from-store

Grocery and  
customized delivery

Poised for the next  
big thing



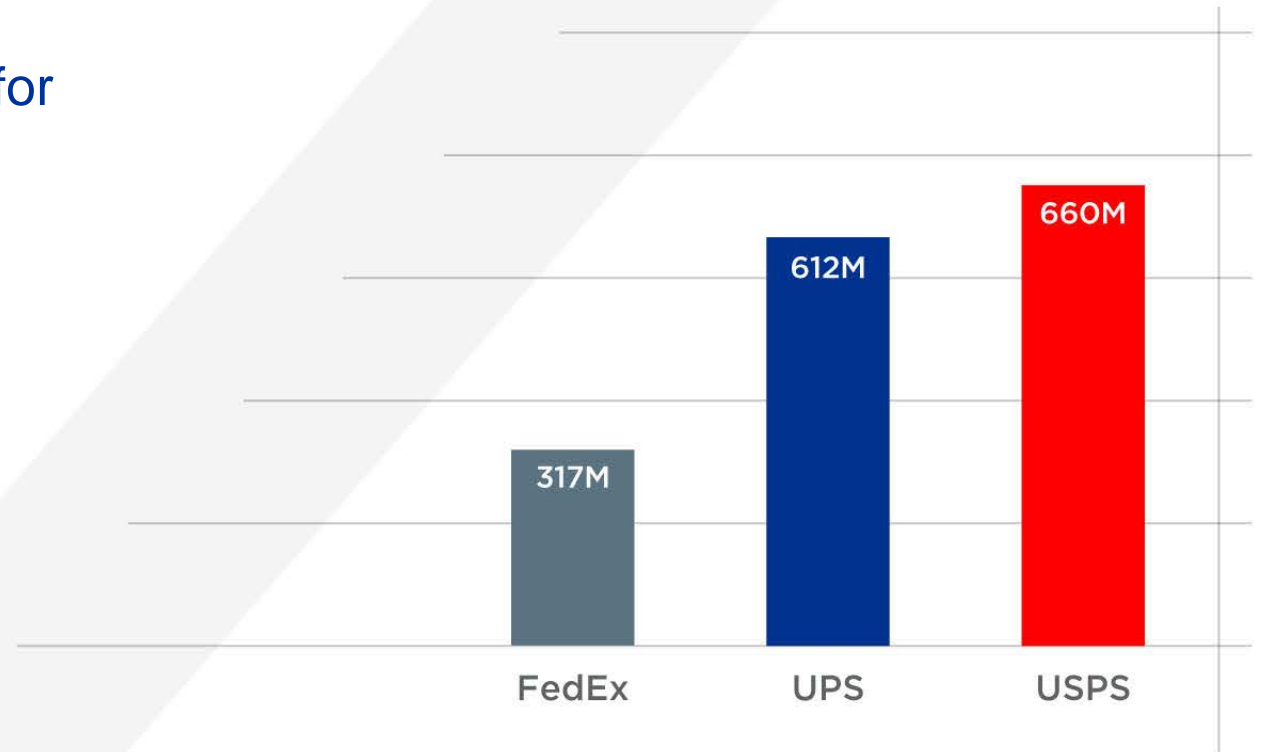
# HOLIDAY DELIVERY

We increased holiday operations to deliver for our customers.

Christmas Day delivery in major metros

Three shifts per day in key markets

30,000+ seasonal workers



**WE DELIVERED MORE PACKAGES  
THAN FEDEX AND UPS**

# SECURITY AND CONFIDENTIALITY

We ensure high-level security and have the IT to protect and process transactions.

Customer packages are protected by federal law.

Our IT systems process more than 363 million credit card transactions annually.

We use secure data transfer for personal information.

# SUSTAINABILITY PERFORMANCE



Purchased  
**\$236 million**  
of environmentally preferable products



Americans rank  
**USPS no. 1**  
of 13 federal agencies  
(According to a 2014 poll)



We recycled  
**223,796 tons**  
of waste



Facility energy use reduced  
**31.4%**  
since 2003



**Our free packaging**  
meets Sustainable Forestry Initiative  
or Forest Stewardship Council  
certification standards

# ENHANCEMENTS IN VISIBILITY

Innovations that answer our  
customers' expectations



Improved scanning technology for better tracking and real-time notifications



Predictive delivery notifies customers of estimated delivery time within one hour



My USPS lets consumers manage incoming packages



Informed Delivery™ sends a daily email with images of mail that's on its way





# LOOKING FORWARD

To a future of transforming the customer experience through data, infrastructure, and technology



World's third-largest IT infrastructure



Upgrading vehicle fleet



Deploying 263,000 new Mobile Delivery Device (MDD) scanners nationwide



Upgrading retail POS systems and kiosks

# EXCEEDING CUSTOMER EXPECTATIONS IS CRITICAL TO OUR COLLECTIVE SUCCESS

We put our strengths to work for you.



**Enduring partnerships and expertise**



**Convenience of our nationwide access**



**Established infrastructure**



**Secure technology infrastructure**



**Emphasis on sustainability**



**Innovative and customized solutions**

