

# DELIVERING FOR AMERICA

Our vision and ten-year plan to achieve service excellence  
and financial sustainability



# Ten-Year Plan Overview

Our Delivering for America (DFA) Plan launched on March 23, 2021, to transform the Postal Service from an organization in financial and operational crisis to one that is self-sustaining and high-performing.

The following set of transformational goals and key initiatives provide a roadmap to a more efficient, valuable, and relevant organization that will meet the evolving needs of the Nation and our customers for years to come.



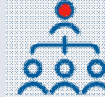
A strengthened commitment to 6 and 7 days of mail and package delivery as part of our public service mission



A modernized vehicle fleet with an expanded electric opportunity based on a fiscally responsible rollout



A transformed network of Post Offices designed as go-to destinations



An organization structured to support effectiveness



Service standards that foster service excellence - 95% on-time reliability



A best-in-class integrated mail and package processing network



A fully integrated and optimized surface and air transportation network



A supportive legislative and administrative framework



A bold approach to growth, innovation and continued relevance - \$24 billion in new revenue



A best-in-class integrated mail and package delivery network



A stable and empowered workforce including reduction of pre-career workforce turnover by 50%



A more rational pricing approach including the judicious implementation of new and existing pricing authorities

# Noteworthy Accomplishments



Since last year, we have aggressively advanced core strategies of the Delivering for America (DFA) Plan. While much work remains to be done, the DFA 10-year transformational Plan has already demonstrated the path forward is achievable.

By realizing the totality of the Plan, we will generate enough revenue to cover our costs, while providing the American people with the reliable service they expect and deserve.

- ✓ **Decreased our projected losses from \$160 billion to \$70 billion over 10 years**
- ✓ **Secured enactment of the Postal Service Reform Act into law to reduce expenses by \$48 billion over 10 years**
- ✓ **Packaged and delivered 730+ million COVID test kits to American households**
- ✓ **Converted over 123,420 pre-career employees<sup>1</sup> to career status**
- ✓ **Improved and stabilized service performance**
- ✓ **Implemented new service standards for First-Class Mail, Periodicals, First Class Package Service, and Retail Ground/Parcel Select Ground**

# Strengthening the value of mail

- ✓ **Connect Local Mail** offers expected same and next day delivery in select locations for sending urgent documents
- ✓ **Every Door Delivery Mail (EDDM) Rollback** decreases the price of EDDM-Retail to pre-COVID levels to support rebounding of revenue and volume for the product and small businesses
- ✓ **Plus-One** provides the option for customers to add a card to saturation marriage letter mailings
- ✓ **First-Class commercial large-sized postcard** provides more space for messaging and design elements, while maintaining the same delivery speed as First-Class Mail
- ✓ **Promotions** encourage marketers, printers, and mailers to try out new technologies and print techniques driving higher engagement and responses increasing the return on investment

“Driving mail in local communities through product programs and enhancements to generate value and revenue”



USPS CONNECT<sup>™</sup>  
Local

USPS CONNECT<sup>™</sup>  
Local

- Guaranteed Delivery Date. Mail only. Some Date of arrival at the destination delivery point may vary.
- USPS Tracking<sup>®</sup> service included. The domestic destination zip code must be provided.
- For domestic use only. International use is not allowed.

FLAT RATE MAILING ENVELOPE  
ONE POUND • LOCAL DELIVERY  
FOR DOMESTIC USE ONLY



TRACKING  
VISIT US AT USPS.COM

# USPSCONNECT<sup>™</sup>

Local



## Fast, local delivery designed for Main Street.

Shop local, ship local with same-day and next-day delivery for your community.

**37%**

U.S. parcel volume year-over-year growth, equaling 10% average growth from 2015 to 2020.<sup>1</sup>

**62%**

of shoppers consider delivery speeds before making an online purchase.<sup>2</sup>

**93%**

More than 9 in 10 shoppers (93%) said that supporting small businesses is more important than ever because of the pandemic.<sup>3</sup>



1. Jason Dies, "Parcel Shipping Index 2021," Pitney Bowes, 2021.
2. "The Omnichannel Retail Report," 2020 Flexe Omnichannel Consumer Survey and 2020 Flexe Retailer and Brand Business Survey, March 10, 2021.
3. "The Intuit QB Commerce Survey," conducted by Wakefield Research from July 28 to August 4, 2021.



**USPS  
CONNECT™**  
Local

*“The delivery service with USPS Connect™ Local was fast, as promised.”*

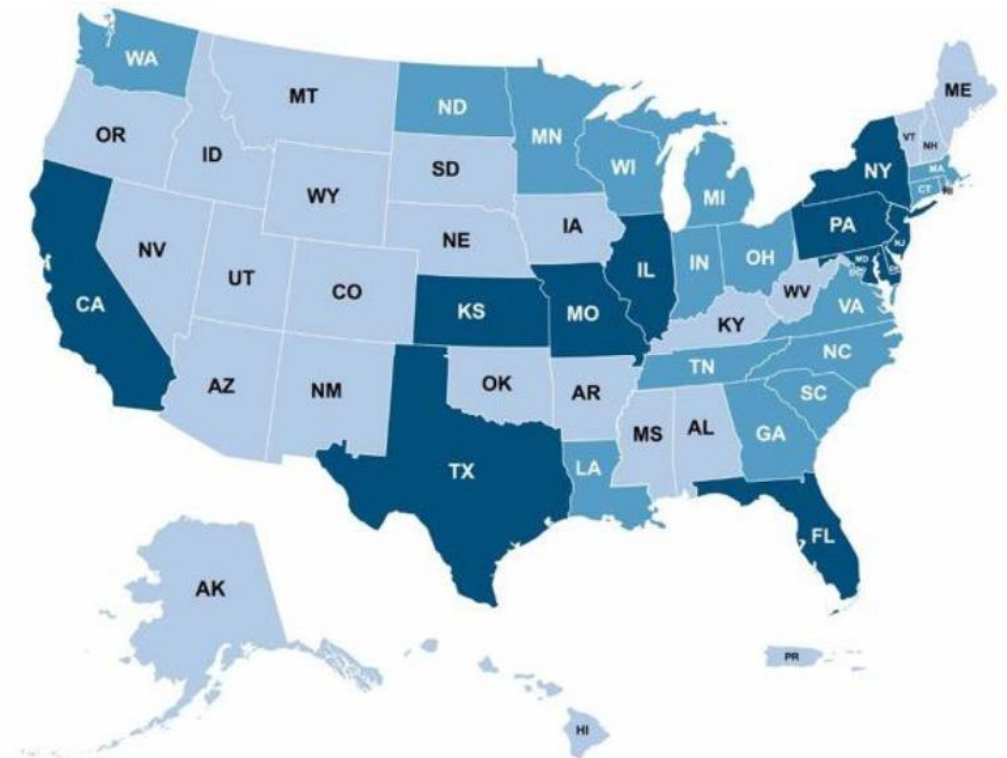
*“Keeping my products fresh for the customer is paramount.”*

— **Debra Moore**

Mama Moore’s Gourmet Popcorn,  
Grand Prairie, Texas



## National rollout.



**Wave 1**  
February–April

**Wave 2**  
April–July

**Wave 3**  
July–September



## Why **USPS Connect™ Local** is good for your business.

### **Meet customer demand.**

Provides new, cost-effective ways to meet customer demand for fast delivery.

### **Fast delivery.**

Offers expected same-day or next-day package and mail delivery.<sup>1</sup>

### **Convenient pickup.**

Provides free Package Pickup, available for next-day delivery.<sup>2</sup>

### **Cost savings.**

Flat-rate shipping and mailing supplies are available at no additional cost<sup>3</sup> when you print and pay for postage via the Click-N-Ship® application.

### **Added value.**

Qualified customers could be featured in our **USPS® Shipping Local Directory** on [USPS.com](https://usps.com).<sup>4</sup>

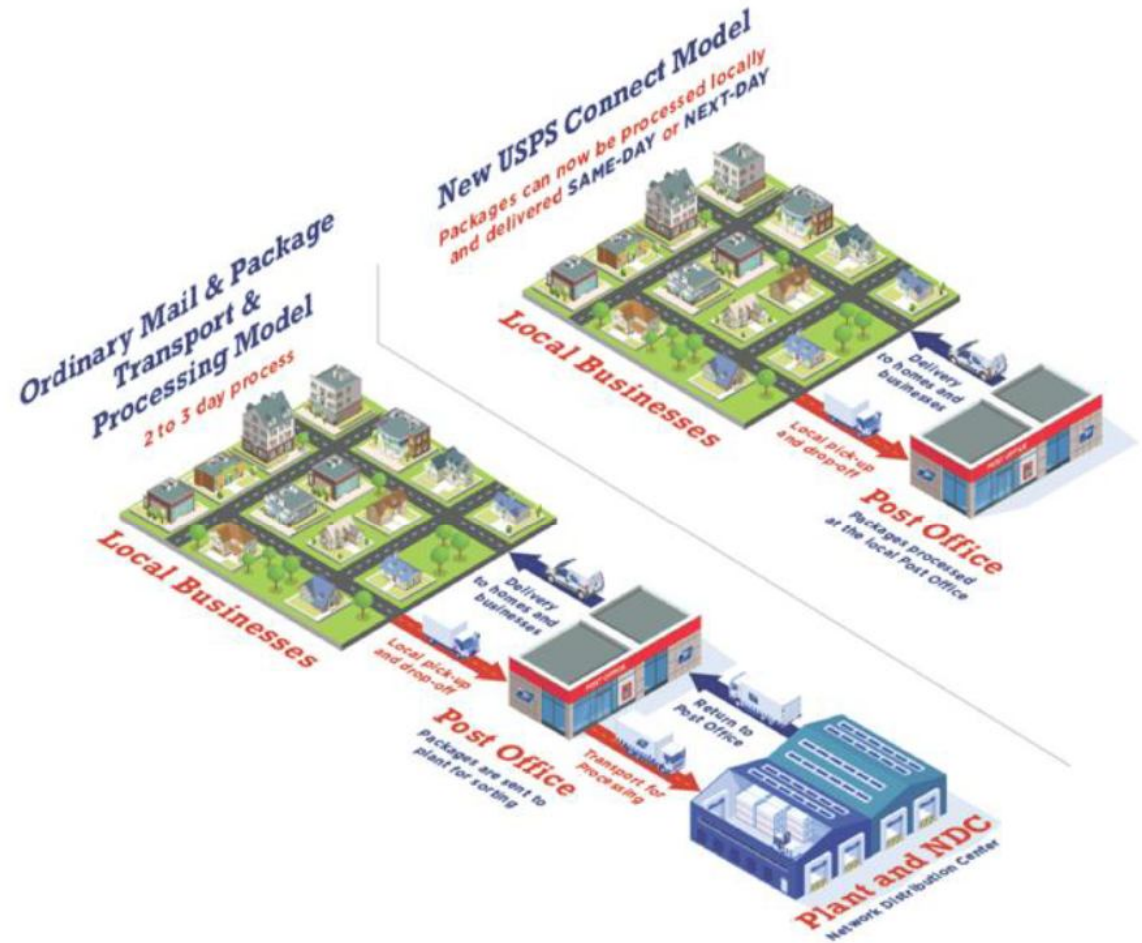
1. Participation in USPS Connect Local requires agreement to program terms and entry of packages and mail close to final destination. Same-day delivery is expected but not guaranteed and may not be available at all locations. Next-day delivery may be impacted by holidays and availability of Sunday delivery. When Sunday delivery is available, there is an additional fee for USPS Connect Local Shipping services. Sunday delivery is not available for USPS Connect Local Mail services. Additional restrictions may apply. Speak with your USPS Representative for details.
2. For details on free Package Pickup, visit [usps.com/pickup](https://usps.com/pickup). On-demand pickup is available for a fee and is not available for the USPS Connect Local flat-rate mail service.
3. Free packaging is only available for Flat Rate boxes, bags, and envelopes.
4. Please visit [usps.com/business/shipping-local-directory-criteria.htm](https://usps.com/business/shipping-local-directory-criteria.htm) for details and eligibility requirements.







# USPS Connect™ Local model for faster delivery of local packages.



Participation in USPS Connect Local requires agreement to program terms and entry of packages and mail close to final destination. Same-day delivery is expected but not guaranteed and may not be available at all locations. Next-day delivery may be impacted by holidays and availability of Sunday delivery. Additional restrictions may apply. Speak with your USPS® Representative for details.

## How it works in six easy steps.



### 1 Agreement.

After you discuss with your Postmaster or you otherwise express interest, a USPS® Representative will contact you to review the requirements and coordinate the acceptance of the terms and conditions.

### 2 Process.

Process orders for expected same-day or next-day delivery at the participating Postal Service™ facilities that deliver to your customers' ZIP Code™ areas.

### 3 Print/pay.

Use the Click-N-Ship® application to easily print shipping labels, prepay postage with a credit card or other digital payment option, and receive tracking numbers—all in one place. Note: Free Package Pickup is available for next-day delivery.<sup>1</sup>

### 4 Bring items.

Bring your prepaid, labeled items to the designated local postal facility between 5 a.m. and 7 a.m. for same-day delivery or before the USPS Connect Receiving Dock or the business mail entry unit (BMEU) (if available) closes for next-day delivery.<sup>2</sup>

### 5 Deliver.

Your items go out for local delivery along the carriers' daily routes.

### 6 Confirm.

You can receive confirmation of delivery by setting up notifications through the Click-N-Ship application.



## Shipping made easy and convenient.

With USPS Connect™ Local, you can select from several flat-rate options or use your own packaging to get rates as low as **\$3.95** for shipping and **\$2.95** for mail. Plus, you can get free Package Pickup.<sup>1</sup>

1. For details on free Package Pickup, visit [usps.com/pickup](https://usps.com/pickup).



## USPS Connect Local Flat Rate packaging options:



**Flat Rate Box:**  
**\$4.95** for up to 25 pounds



**Flat Rate Small Poly Bag:**  
**\$4.15** for up to 25 pounds



**Flat Rate Large Poly Bag:**  
**\$4.95** for up to 25 pounds



**Flat Rate and Legal Flat Rate Envelopes:**  
**\$2.95** for up to 13 ounces



## Special products and services ideal for small businesses.

---

### **Every Door Direct Mail® (EDDM®) service**

EDDM is a local marketing solution that can help increase sales in your community. For details, visit [usps.com/eddm](https://usps.com/eddm).

### **USPS® Loyalty Program**

The USPS Loyalty Program rewards you with points so you can save on shipping. Plus, you are automatically enrolled as a Click-N-Ship for Business® user. For program and savings details, visit [usps.com/loyalty](https://usps.com/loyalty).



# Thank you.

---