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

- Americans rank USPS no. 1 of 13 federal agencies (According to a 2014 poll)
- Purchased $236 million of environmentally preferable products
- Greenhouse gases cut 13.3% since 2008
- Facility energy use reduced 31.4% since 2003
- We recycled 223,796 tons of waste
- Our free packaging meets Sustainable Forestry Initiative or Forest Stewardship Council certification standards
- Purchased $236 million of environmentally preferable products
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