



DELIVERING FOR AMERICA

What you need to know about the United States Postal Service®
Plan to achieve financial sustainability and service excellence

SERVICE STANDARD CHANGES

Our proposal to adjust service standards for First-Class Mail® (FCM) and Periodicals will improve service reliability and predictability for customers and enhance the efficiency of the Postal Service™ network. This proposal, which would add 1 or 2 days of expected time-in-transit for some FCM and Periodicals volume, is a central part of achieving our balanced and comprehensive Delivering for America Strategic Plan to achieve financial sustainability and service excellence.

MYTH: All FCM and Periodicals will be impacted.

FACT: The majority will NOT be impacted: 61 percent of FCM and 93 percent of Periodicals will keep their current service standards.

Overall, **70% of First-Class Mail** volume would receive a standard of **1-3 days**

MYTH: 1- to 2-day delivery of FCM will be eliminated.

FACT: FCM traveling locally — within a 3-hour drive between originating and destinating processing facilities — will maintain its current delivery standard of 2 days or less.

MYTH: It is faster and more reliable to move mail by air than by surface transportation. The Postal Service's insistence on shifting from air to surface transportation will be detrimental to customers.

FACT: We do not own planes and lack control over factors affecting air transportation (e.g. availability of planes, cargo space, weather), but we do have a surface transportation network with a history of higher reliability, excess capacity, and better service performance.

MYTH: The Postal Service wants to cut back on service quality just to save money, which violates their mandated universal service mission.

FACT: These changes will improve service reliability, increase efficiency, and reduce costs while adhering to our universal service mission and moving us closer to our goals of financial sustainability and service excellence.

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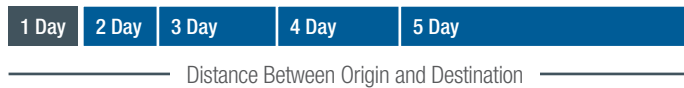
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WHAT WILL CHANGE?

Mail traveling the greatest distances will be the most impacted. Current FCM 3-day volume will be subject to a 3-, 4-, or 5-day standard depending on the distance between origin and destination.

Delivery Standard	Distance Traveled	Time in Transit
1 Day	Presorted local mail	-
2 Day	139 miles	3 hour
3 Day	140-930 miles	3-20 hours
4 Day	931-1,907 miles	20-41 hours
5 Day	1,908+ miles	Over 41 hours



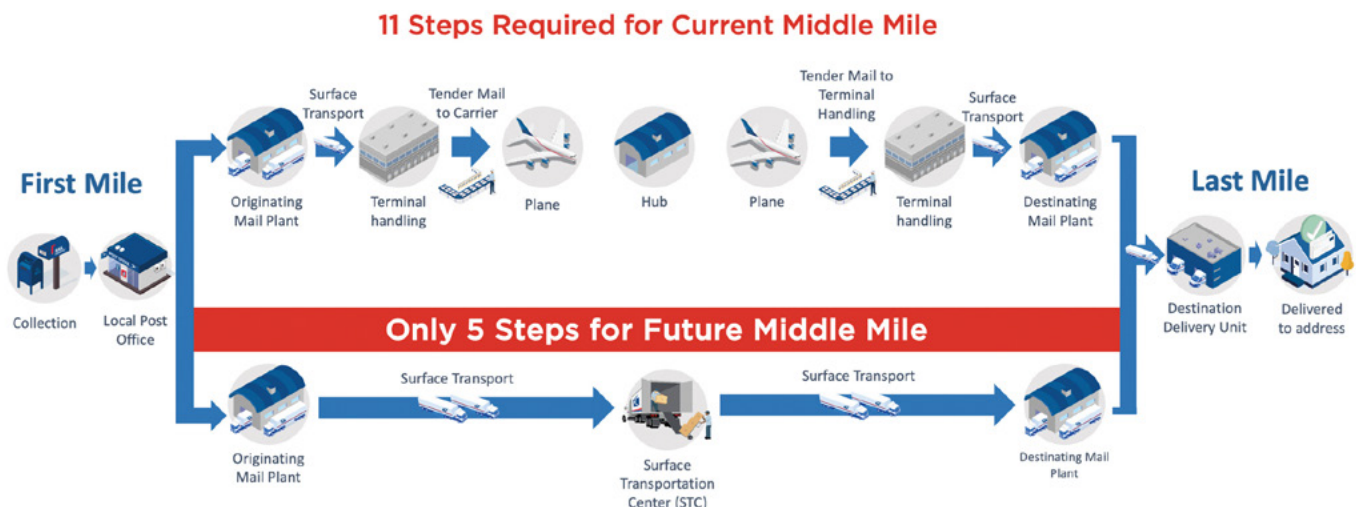
WHY?

The current service standards are unattainable. Current standards require 3-day delivery for any destination within the contiguous U.S. with a drive greater than 6 hours — whether it's 300 miles or 3,000 miles. Attempting to meet these standards leads to an over-reliance on air transportation, which is less reliable and more costly than surface transportation. The result is a failure to provide reliable service — we have not met our service standards in the last 8 years.

Our proposal would transport more mail by surface rather than air, through an optimized network that is highly reliable and efficient. These changes will enable us to meet or exceed 95 percent on-time delivery and improve operational efficiency and precision, which keeps our costs at reasonable levels and helps ensure affordable postage rates.

DID YOU KNOW?

The last time we made service standard changes comparable in scale to these proposed changes (in 2012) was for the main purpose of closing facilities in order to cut costs. This time, our main purpose is to enhance service reliability and improve the use of our current network. We will do so by taking select mail out of the air and better utilizing our existing surface network, in which the average truck currently runs approximately 40 percent full.



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