National PCC Week 2026

Forging Bold Horizons

SEPTEMBER 28 – OCTOBER 2, 2026

UNITED STATES POSTAL SERVICE®

POSTAL CUSTOMER COUNCIL

Postal Customer Council Mission Statement

- The PCC® Program's mission is to **foster a close working relationship** between the U.S. Postal Service and commercial mailers.
- Our goals are to **share information about new and existing Postal Service** business products, programs, services, and procedures.
- Through **focused educational programs,** the PCC® strives to help industry members, and their organizations, **grow and develop professionally**.



About The Postal Customer Council

The History of the Postal Customer Council

1961

Mail Users Council (also known as Citizens' Advisory Council) established 65 years ago.

Mid-1960s

The Council gains prominence by supporting the national **"Mail Before Noon"** campaign.

1971

Name changed to **Postal Customer Council (PCC),** with primary focus on businesses.

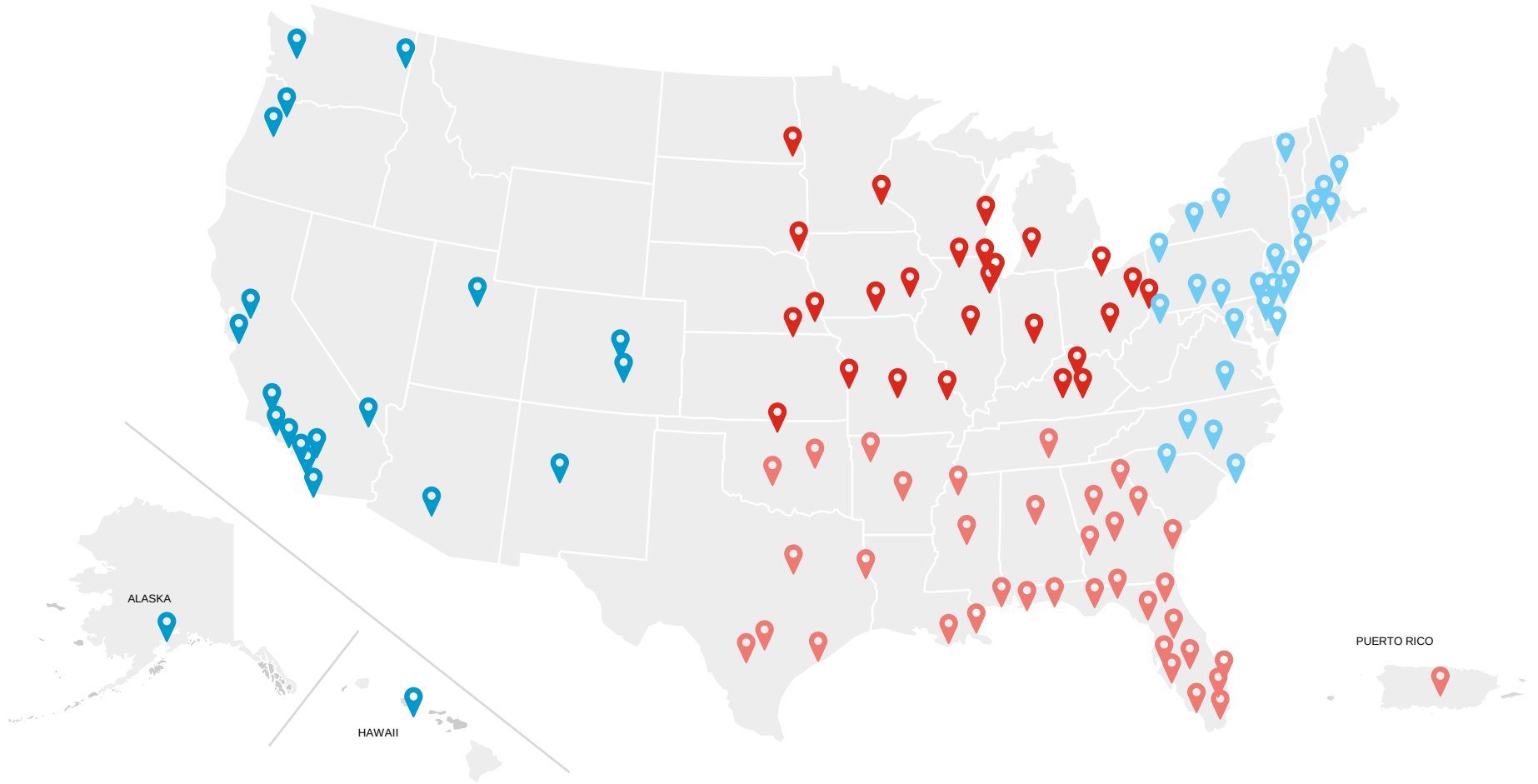
2020

PCC redesigned their logo to the current one used today.

Today

Local chapters provide education and network opportunities, and address issues and concerns.

Nationwide Presence With 92 Chapters



West PAC

Southern

Central

Atlantic

Scan To View Our Interactive Map

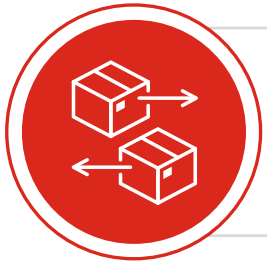
Benefits of Joining Your Local PCC



Access to Products, Services, and Innovations



Get **Updates** on the Latest Information



Sustain a **Competitive** Advantage



Leverage Professional **Development** Opportunities



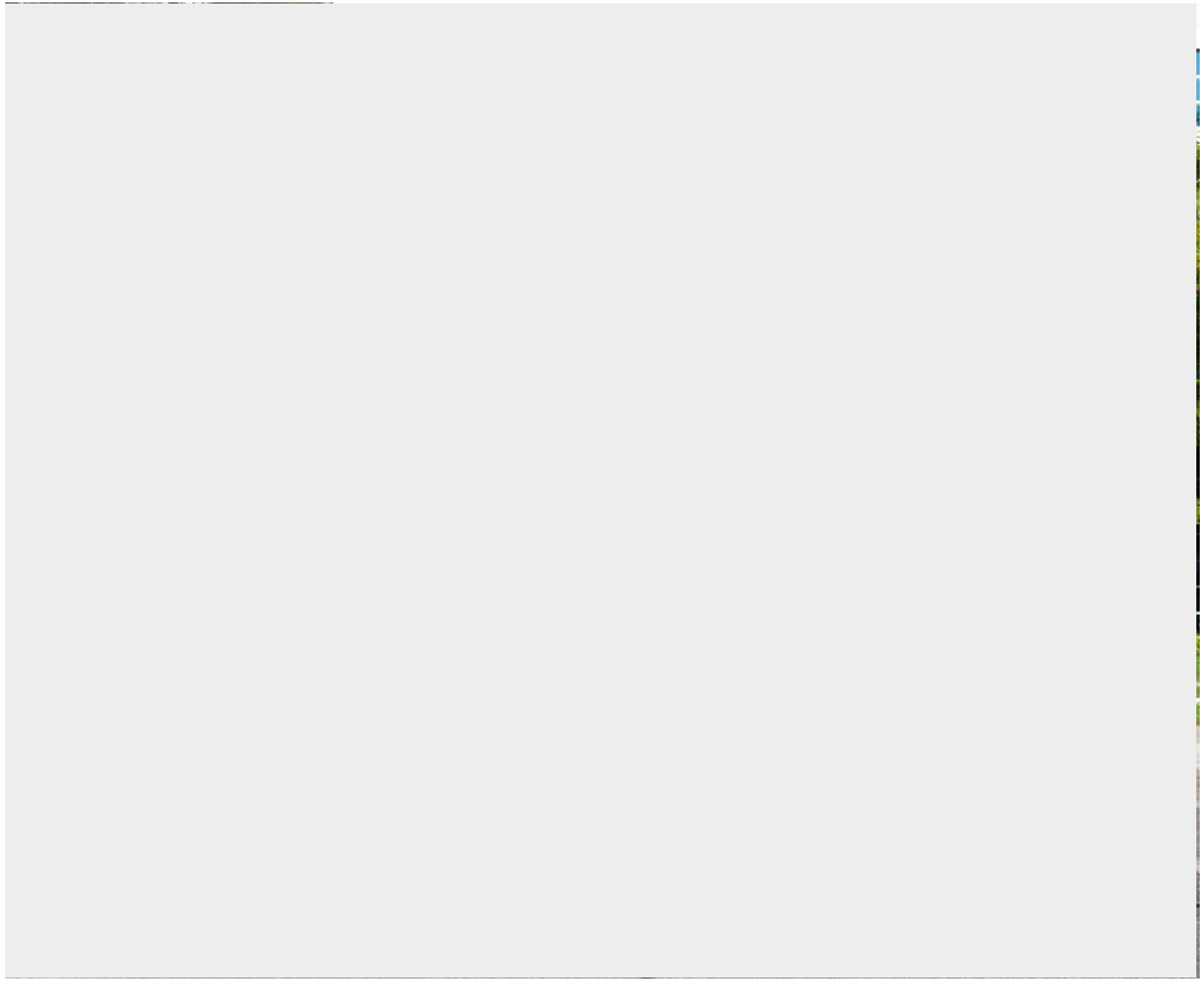
Identify Business **Growth** Opportunities



Build Lasting Relationships in PCC **Community**

Upcoming Local Opportunities

- [Local PCC can include details about upcoming events here and upload a photo to the right].



Join PCC Voice on LinkedIn

- Fun Challenges with great prizes!
- Share ideas and network!
- Learn all things postal!
- Join PCCs from all over the country



Scan the QR code or visit the link below to join today!

https://www.linkedin.com/groups/8303549

HQs National Program Changes

- Effective immediately, each PCC Board will include a new Postal Vice Chair position.
- The Postal Vice Chair will work alongside existing PCC leadership to support board activities, foster collaboration, and strengthen engagement between the Postal Service and the business community.
- Their participation will help ensure retail & delivery operations are well represented while advancing the PCC mission of building strong customer relationships and promoting Postal Service products and services.





The Postal Service Executive Introductions

Introducing Our Keynote Speaker



The Value of Our Partnership



Building Better Partnership & Communication



Promoting USPS Products & Services



Providing Benefits to Business Mailers & Shippers



Improving Overall Service



Enhancing Customer Relationships for Postal Representatives



Nurturing Mutually Beneficial Network

[Slide Heading]

USPS Updates

State of the Business

Network Transformation

Promotions

Mail Reimagined

Election Mail

Peak Season

Artificial Intelligence

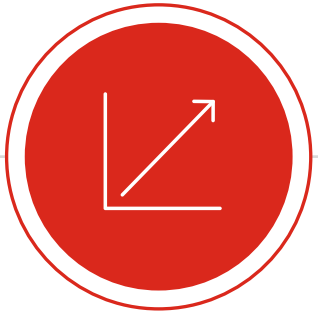


State of the Business

USPS Strategy For Financial Sustainability



Network Modernization



Growth Efforts



Cost Reduction Initiatives



Public Policy Agenda

FY2026 Q3 Financial Results



$19.9B Operating Revenue

A **6.1% increase** compared to same quarter last year.

$2.5B Net Loss – compared to $3.1B for the same quarter last year.

$22.5B Operating Expenses – a 2.0% increase compared to the same quarter last year.



Network Transformation

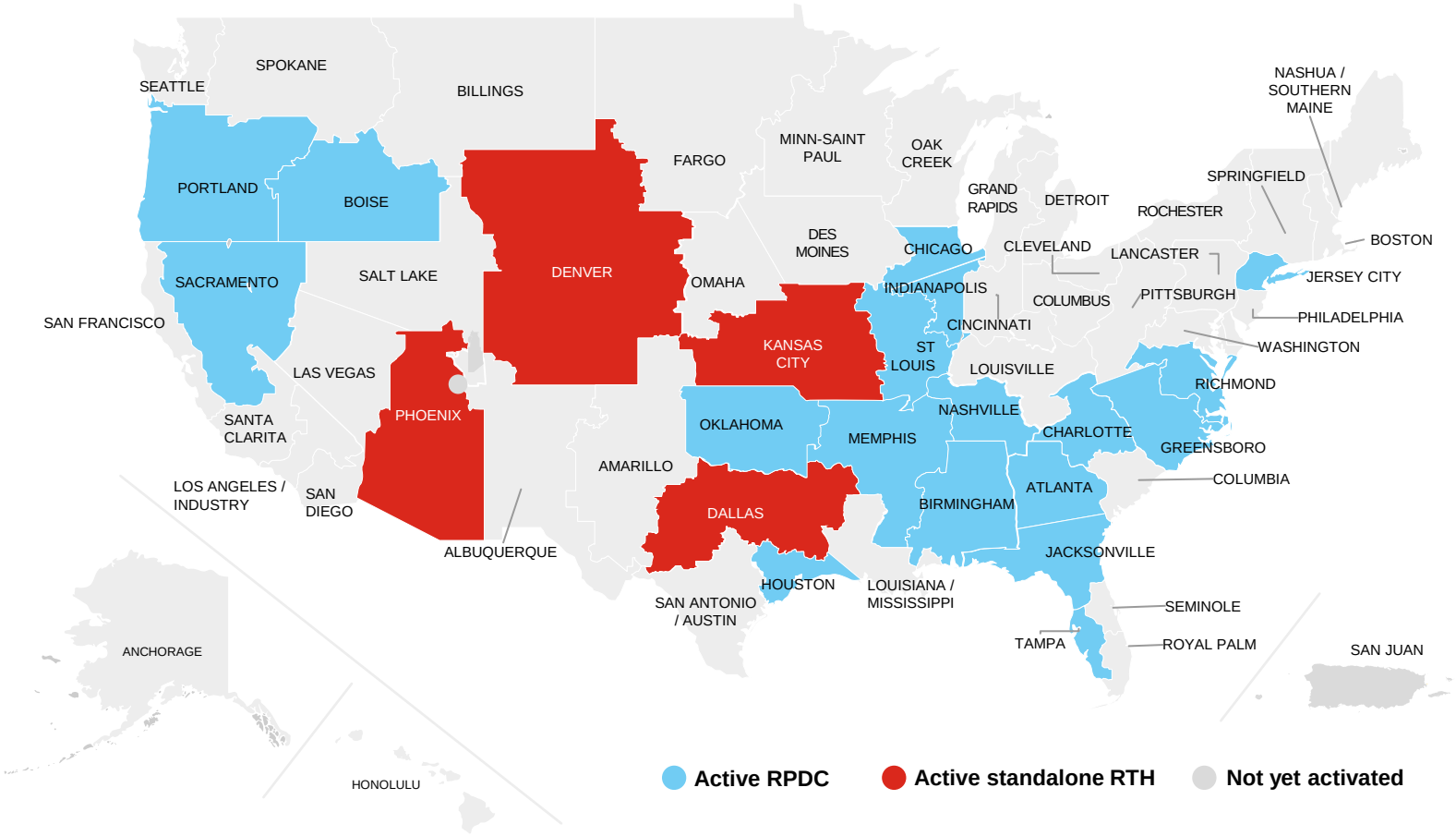
18 Active RPDC Regions & 4 Standalone RTH Regions

Active RPDC regions

1. Atlanta, GA – Significantly active
2. Portland, OR – Significantly active
3. Boise, ID – Significantly active
4. Richmond, VA – Significantly active
5. Houston, TX – Significantly active
6. Chicago, IL – Significantly active
7. Charlotte, NC – Significantly active
8. Indianapolis, IN – Significantly active
9. Jacksonville, FL – Significantly active
10. Greensboro, NC – Significantly active
11. Jersey City, NJ – Partially active
12. Birmingham, AL – Partially active
13. Memphis, TN – Partially active
14. St. Louis, MO – Partially active
15. Tampa, FL – Partially active
16. Nashville, TN – Partially active
17. Oklahoma City, OK – Partially active
18. Sacramento, CA – Partially active

Active standalone RTH regions

19. Phoenix, AZ
20. Denver, CO
21. Dallas, TX
22. Kansas City, MO



176 SDCs Activated, To-Date

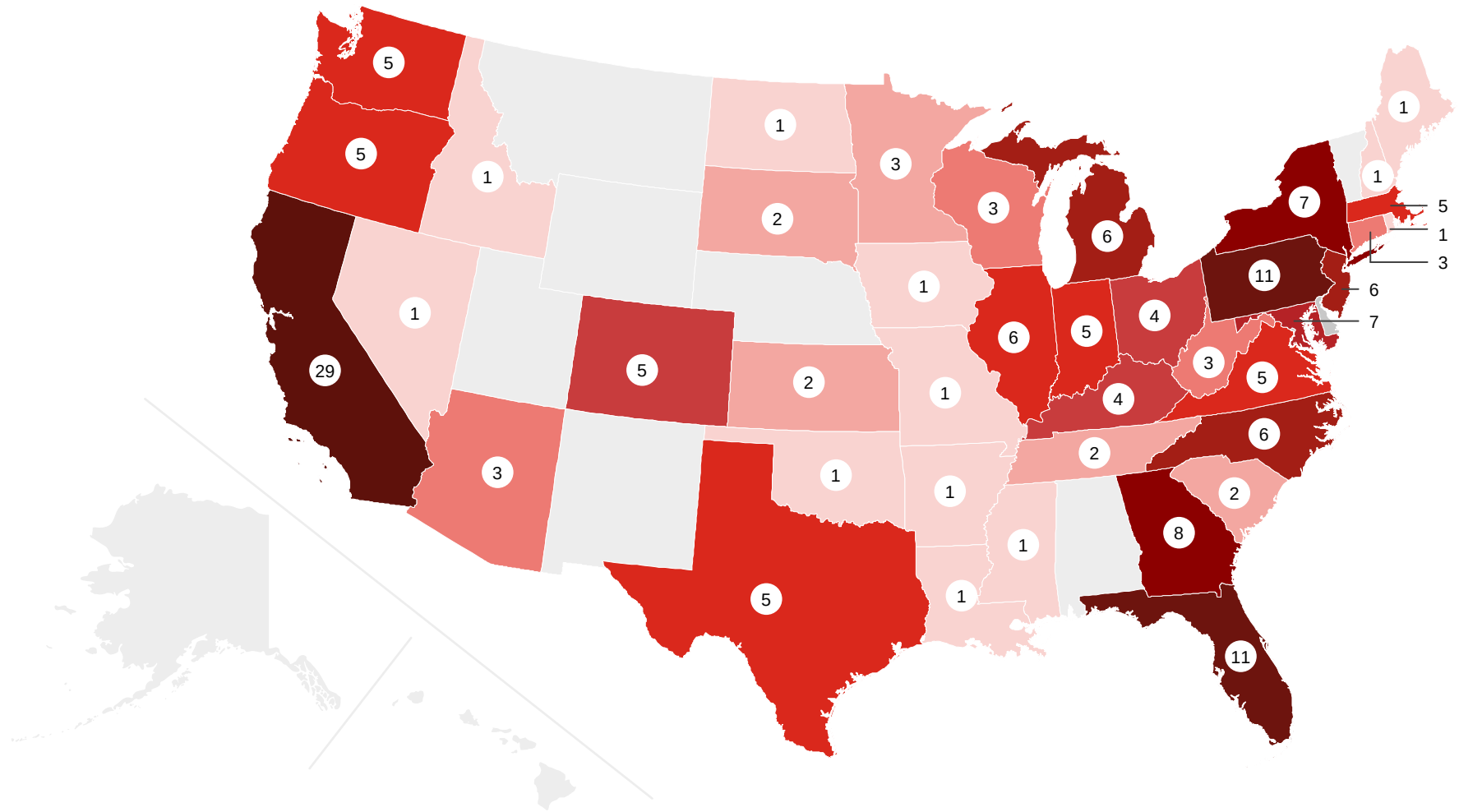
176
Active S&DC

16,923
Total Routes

14.02M
Delivery Points

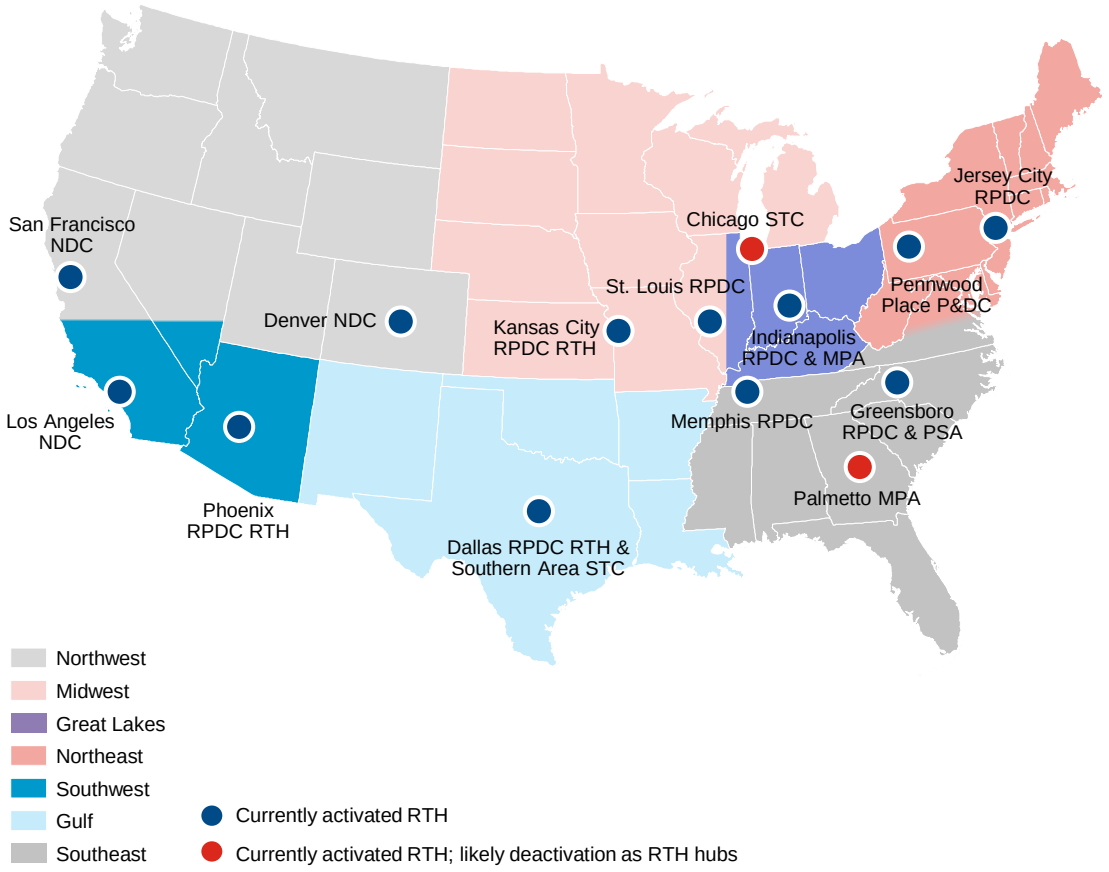
24.17M
Population Served

1.29M
ADV Packages

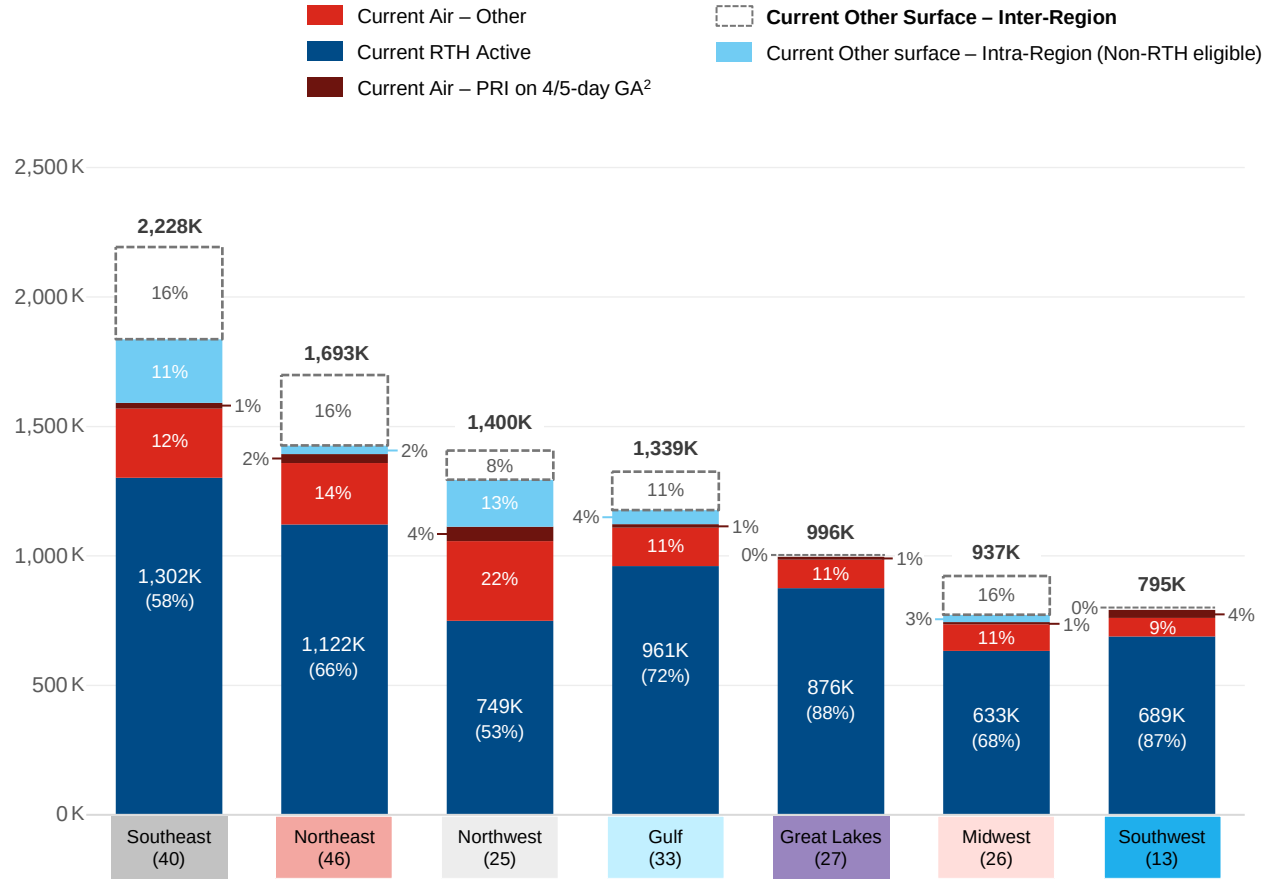


Overall, 67% of the network is RTH activated

FY26 and planned FY27 RTH activated hubs



Current distribution of 3/4/5-Day Priority and Ground Advantage Parcels, 85th Percentile Tuesday[1]

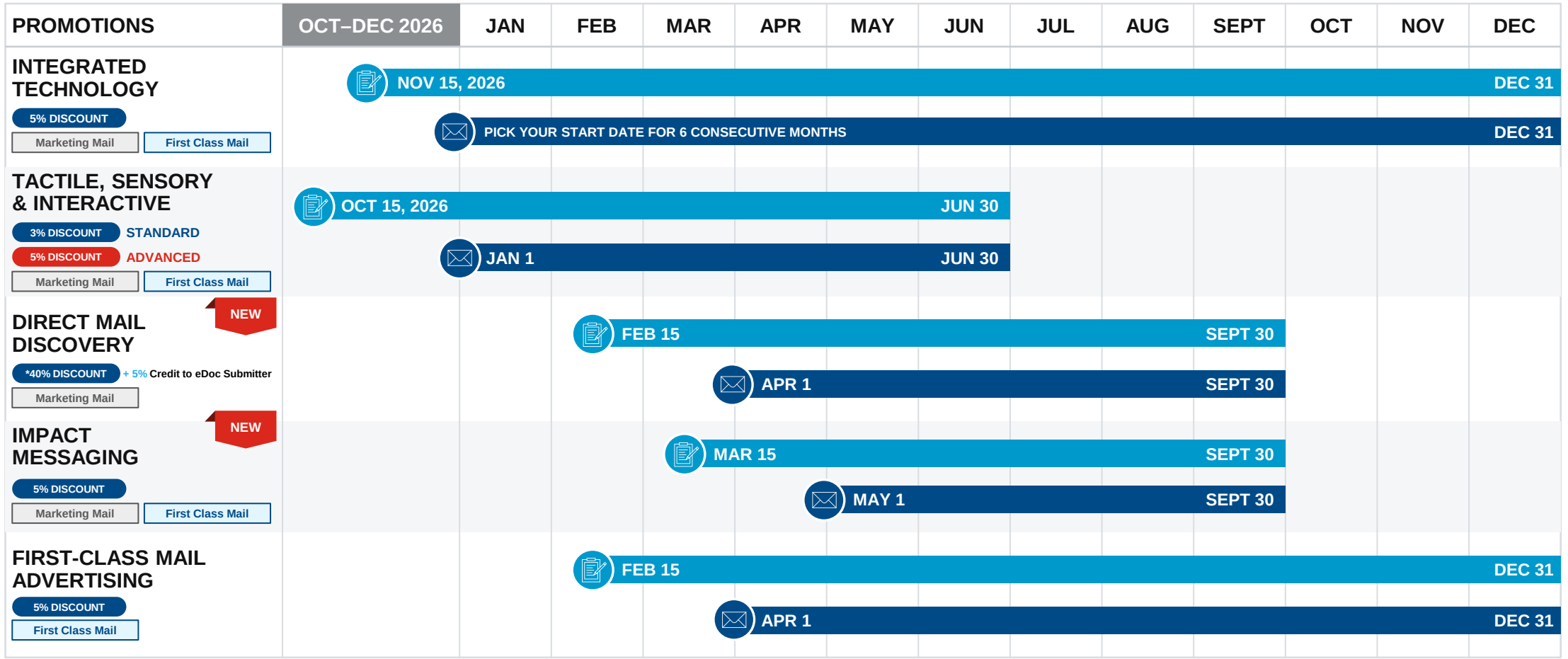


1. All leg 2 based 3/4/5-day GA and Priority Parcels (incl. current AIR volume); excludes 3-day volume that is 2-day on leg 2 with RTO +1
2. 3-day Priority volume that is on a leg 2 4/5 day GA lane, must fly to make service

Source: Network parcel volumes based on CDAO ZIP3 level volume data July FY25-June FY26 85th-percentile Tuesday from CDAO; OPF as of 8/3/2026; NDLL version 202605; Mode Matrix (DTMS) for PRI as of 8/3/2026; Leg 2 SSD as of 7/1/2026

Promotions

2027 Promotions Calendar



Registration Period

Promotion Period

Add-Ons | Additional discount applied to Promotions all year round.

INFORMED DELIVERY	**+ 1%** to Mailer	**+ 0.5%** Credit to eDoc Submitter	**SUSTAINABILITY**	**+ 1%** to Mailer

*40% discount on 5,000 pieces per mailing, up to 100,000 total

2027 Tactile Sensory & Interactive Tiers

Sensory Treatments

Standard 3% Discount	Advanced 5% Discount
Spot Gloss	Soft Touch Coating
Flood Gloss	All Distinguishable Embossing
Matte/Dull Finish	Unique Textures (Leather, Grit, etc.)
	Scent Applications
	Holographic/Lenticular Treatments
	Sound (embedded speakers)
	UV Gloss/Varnish

Interactive Techniques

Standard 3% Discount	Advanced 5% Discount
Perforated Cards	Clean Release Card (Glued/Affixed)
Holographic Stickers	3-D Mailers
	Physical Pop-Ups
	Peel and Reveal/Scratch-Offs
	Pull Open Zip Strips
	TED-C

Specialty Inks

Advanced 5% Discount
All Specialty Inks will be in the Advanced Tier
Metallic Ink
Photochromic Ink (Light exposure)
Thermochromic (Temperature exposure)
Conductive inks
Pressure sensitive Ink

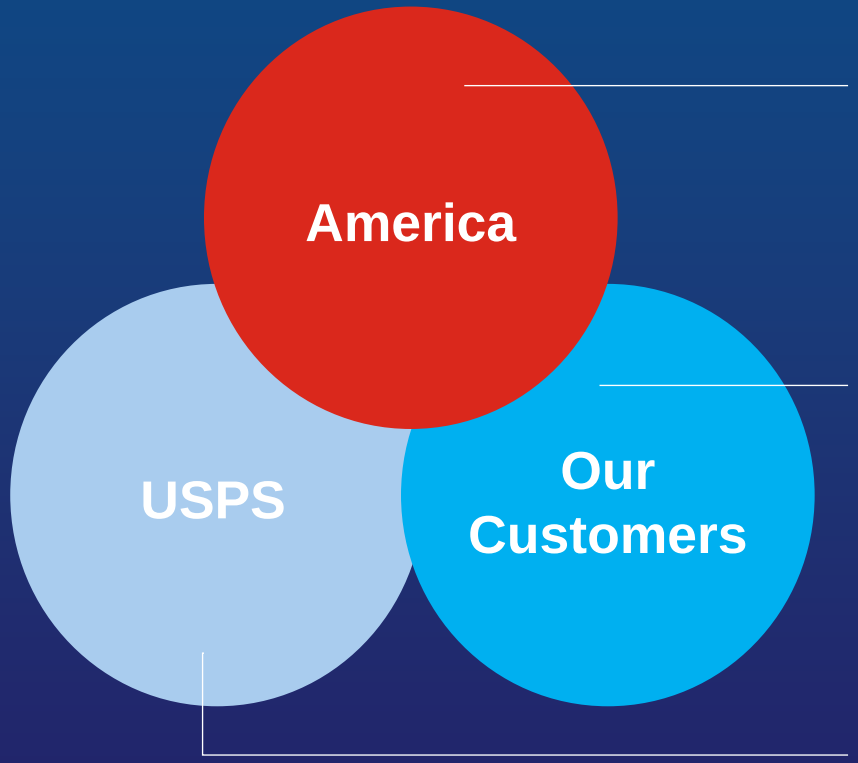

Mail Reimagined

Mail Matters

Mail connects the nation, fueling commerce and civic participation, powering organizations across the mailing ecosystem, and reliably serving customers in every community.

Mail contributes $40B+ to USPS

Mail is vital to the nation, organizations and consumers, and USPS as it provides critical infrastructure, facilitates elections and the execution of the Universal Service Obligation (USO), generates revenue, and subsidizes underwater products and services.



Why does mail matter to America?

- The mailing network provides critical national infrastructure for information and supplies
- Mail facilitates local and national elections

Why does mail matter to our customers?

- USPS is required to provide some products / services to the public and to deliver to every address under its USO
- Organizations and individuals rely on mail for communications and advertising
- 86% of consumers view mail to be important[2]

Why does mail matter to USPS?

- Mail contributes $40B+ in revenue
- Core part of its mission
- Security and privacy
- Builds trust

USPS's Forward-Looking Objectives



Modernize Mail

Simplify and enhance the product portfolio. Encourage experimentation and technology adoption



Improve Network Efficiency

Streamline processing, transportation, and delivery for customers. Optimize costs and service performance



Strengthen Tracking & Visibility

Improve customer targeting, measurability, and ROI through innovative programs



Reinforce the Value of Mail

Reinforce mails competitive advantage in omnichannel world. Elevate industry understandings of mails impact

USPS's Forward-Looking Strategy



New Products & Enhancements

Introduce innovative products and enhancements that increase usability and revenue potential for customers, and USPS.



Promotions & New Solutions

Leverage promotions and new solutions to drive significant increases to mail use.



Partnerships & Education

Deepen collaboration across industry, platform partners, and academia to expand USPS capabilities and highlight the value of mail.



Product Simplification

Simplify products to reduce complexity and improve operational efficiencies.



Pricing Strategies

Align product and pricing to support financial sustainability and industry stability.

Consolidating Mail Workstreams

	Mail Prep, Entry, Classification, & Pricing	Incentives & Promotions	Partnerships	Technology-Enabled Solutions	Market Feedback & Communications
Summarized Overview	• Optimizing mail entry, flow, and processing • Pricing differences tied to machinability and other dimensions • Mail categories, regulatory/non-regulatory, and industry verticals	• Upfront purchasing similar to other advertising channels • Driving desired mailing behaviors	• Building and scaling alliances	• Developing technology tools to improve the mailing experience	• Capturing the voice of the customer/market • Shaping the narrative and driving awareness around mail
Mapping to Original Workstreams	• Mail Prep & Entry • Pricing Eligibility • Mail Classification	• Bulk Purchase • Incentives	• Partnerships	• *Proposed New Workstream*	• Market Feedback • Communications

Election Mail



The Postal Service's Role in the Election Process



The Postal Service has a robust and tested process for proper handling and timely delivery of Election Mail. We are **committed to fulfilling our role in the electoral process** by providing a secure, efficient, and effective way for citizens to participate when policymakers decide to use mail as part of their elections.

Every federal election cycle, **we make efforts across the nation to inform local and state election officials** about mailing procedures, our operational standards, and our recommended best practices for utilizing the mail.

Election & Government Mail Services



Adrienne Marshall

Director, Election & Government Mail Service



Lisa Del Rio

Election & Gov't Mail Field Specialist, Atlantic



Jerod Siddle

Election & Gov't Mail Field Specialist, Central



Daniel Alvillar Garcia

Election & Gov't Mail Field Specialist, Southern



Steven Carter

Election & Gov't Mail Field Specialist, WestPac



Matt Connelly

Manager, Election & Gov't Mail Programs



Emily Matyas

Election & Gov't Mail Program Specialist



Debra Bogerty

Election & Gov't Mail Program Specialist



Rose Stevenson

Election & Gov't Mail Program Specialist

Key Initiatives for 2026 Midterm Elections



National Election Mail Taskforce

Partnership with union leadership that is intended to leverage resources to champion Election Mail awareness and execute polices and procedures.



Cross-Functional Election Mail Touchpoints

Weekly meetings with functional leaders and managers as well as customer relations.



Peak Season

Time-Limited Price Change for FY2027

Commercial	USPS Ground Advantage & Priority Mail			Priority Mail Express		Parcel Select
	Zones 1-4	Zones 5-9		Zones 1-4	Zones 5-9	
Weight/Price Category	GA & PM	GA	PM			Dest. Entry
0-3 lbs and Cubic Tiers 1-3	$0.40	$0.55	$0.85	$1.40	$2.35	$0.40
4-10 lbs, Cubic Tiers 4-9, and PMOD Half Trays	$0.65	$1.05	$1.75	$2.10	$5.55	$0.50
11-25 lbs, Cubic Tier 10, and PMOD Full Trays and Tubs	$1.05	$1.75	$3.85	$4.90	$10.50	$0.80
26-70 lbs, Oversized, and PMOD EMM Trays	$3.15	$7.70	$9.10	$12.55	$18.20	$2.35
Flat Rate (Other than Large Box)	$0.85	N/A	$0.85	$2.35	$2.35	N/A
Large Flat Rate Box	$1.75	N/A	$1.75	N/A	N/A	N/A

Retail	USPS Ground Advantage & Priority Mail			Priority Mail Express	
	Zones 1-4	Zones 5-9		Zones 1-4	Zones 5-9
Weight/Price Category	GA & PM	GA	PM		
0-3 lbs	$0.50	$0.75	$1.00	$1.40	$2.35
4-10 lbs	$0.80	$1.40	$2.10	$2.45	$6.30
11-25 lbs	$1.25	$2.75	$4.30	$5.05	$11.70
26-70 lbs and Oversized	$3.90	$7.50	$9.10	$12.70	$20.80
Flat Rate (Other than Large Box)	$1.00	N/A	$1.00	$2.35	$2.35
Large Flat Rate Box	$2.10	N/A	$2.10	N/A	N/A

- Effective October 4, 2026, through January 17, 2027.
- Impacts Commercial and Retail Priority Mail Express®, Priority Mail®, USPS Ground Advantage®, and Parcel Select® rates.
- No changes to rates for International or special services.

USPS is Ready to Deliver Peak Season Volume

Our built-in capacity for peak holiday season success.

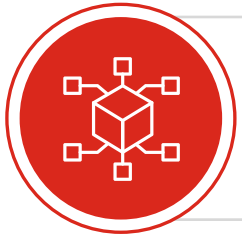
Investments in people, technology, transportation, equipment and facilities have created an integrated, streamlined network built to absorb peak-season demand.



WORKFORCE
stabilized workforce



PROCESSING
Expanded package processing capability through automation



NETWORK
Peak annex strategy reflects built-in network



EQUIPMENT
Flexible equipment to process previously non-machinable packages



PLANNING
Peak planning started January 2026



LOGISTICS
Adapting transportation and logistics processes

Artificial Intelligence

AI Value Council

The council identifies ways to rapidly accelerate cost savings with AI through a disciplined, governed, and value-led program that produces measurable results in months, not years.

1

Accelerated Cost Savings

Focus AI on the highest-value operational levers — labor planning, transportation, maintenance, claims and grievance — where small percentage gains compound into large absolute savings.

2

Responsible Governance

Operate every AI initiative through the AEO → Steering Group → AI Council pre-clearance path, with auditability, human-in-the-loop controls and labor-relations review built in from day one.

3

Pilots, Proof, and Scale

Run a phased value path — foundation, pilots in priority value streams, and disciplined scale to adjacent domains — with KPIs and go/no-go decisions at each gate.

4

Scalable Foundations

Stand up the data, technical and human-capital base that compounds — Unified Analytics Platform, Unity Catalog, write-back to operational systems, Tiger Teams and the AI PMO.

Leveraging Artificial Intelligence

Build AI Capabilities to Improve Customer Interaction

Generative AI Tools

- **LUCID:** Mail piece approval using Agentic AI validation, provides Realtime review of mail piece submissions.
- **Genie Dashboard:** Allowing Sales teams to research sales data via a chat like interface.

Package Pickups

- Leverage predictive demand and dynamic routing to optimize package pickup scheduling.
- Improve visibility of pickup, measure and monitor performance of pickups and dynamic detection and mitigation for in-line routes that are overloaded.

Improved Delivery Estimates

- Leverage AI modeling to improve the expected delivery windows for packages

Thank You



Additional Programming

Two Educational Programs: Get Involved

DIRECT® EFFECT

The Direct Effect® academic outreach program **educates the next generation of marketers on integrating mail with digital** — delivering free content to students and faculty through:



E-Learning & Certification



Direct Effect® Innovation Challenges



Classroom Tools



Guest Speakers

LEADERS CONNECT

The Leaders Connect program aims to **bridge the gaps between different generations** and facilitate knowledge sharing, skill development, and networking opportunities.

Download the app for more information on how to get involved!


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