

A large, bold, blue 'AIM' logo is centered on the page. The background is a collage of postage stamps, including the Statue of Liberty, an American flag, a colorful star, and various 'FOREVER / USA' stamps.

**WESTERN AREA  
VIRTUAL MEETING**

The background is a collage of various postage stamps. Visible stamps include: a 2019 stamp featuring the Statue of Liberty and an American flag; a 2019 stamp with a large American flag; a 2019 stamp with a large, stylized star in red, white, and blue; a 2014 stamp with a fireworks display; and several stamps with the text 'FOREVER / USA'. There are also colorful circular patterns and a large, multi-colored star graphic.

**EILEEN VEACH**  
Area Marketing Manager





**Kurt Ruppel**  
Industry Co-Chair

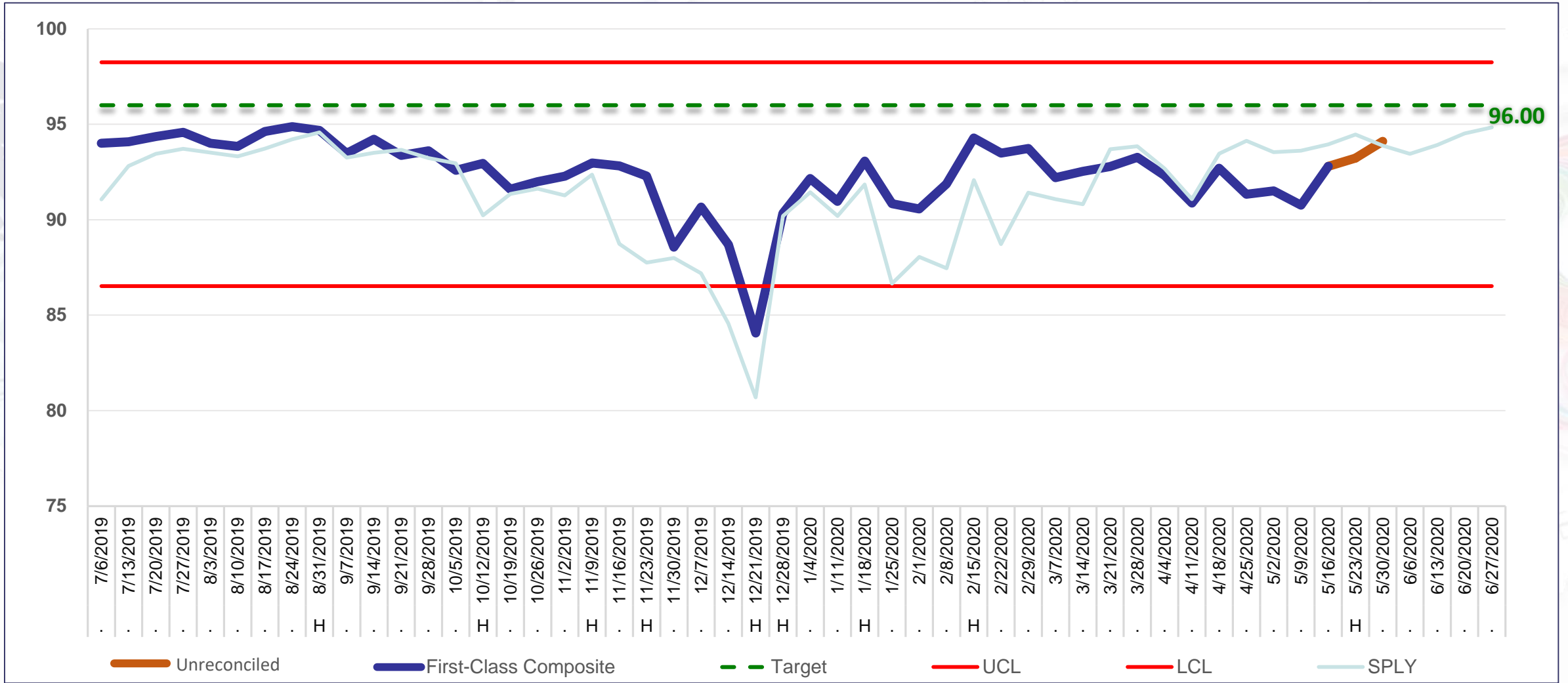


**Eileen Veach**  
Postal Co-Chair

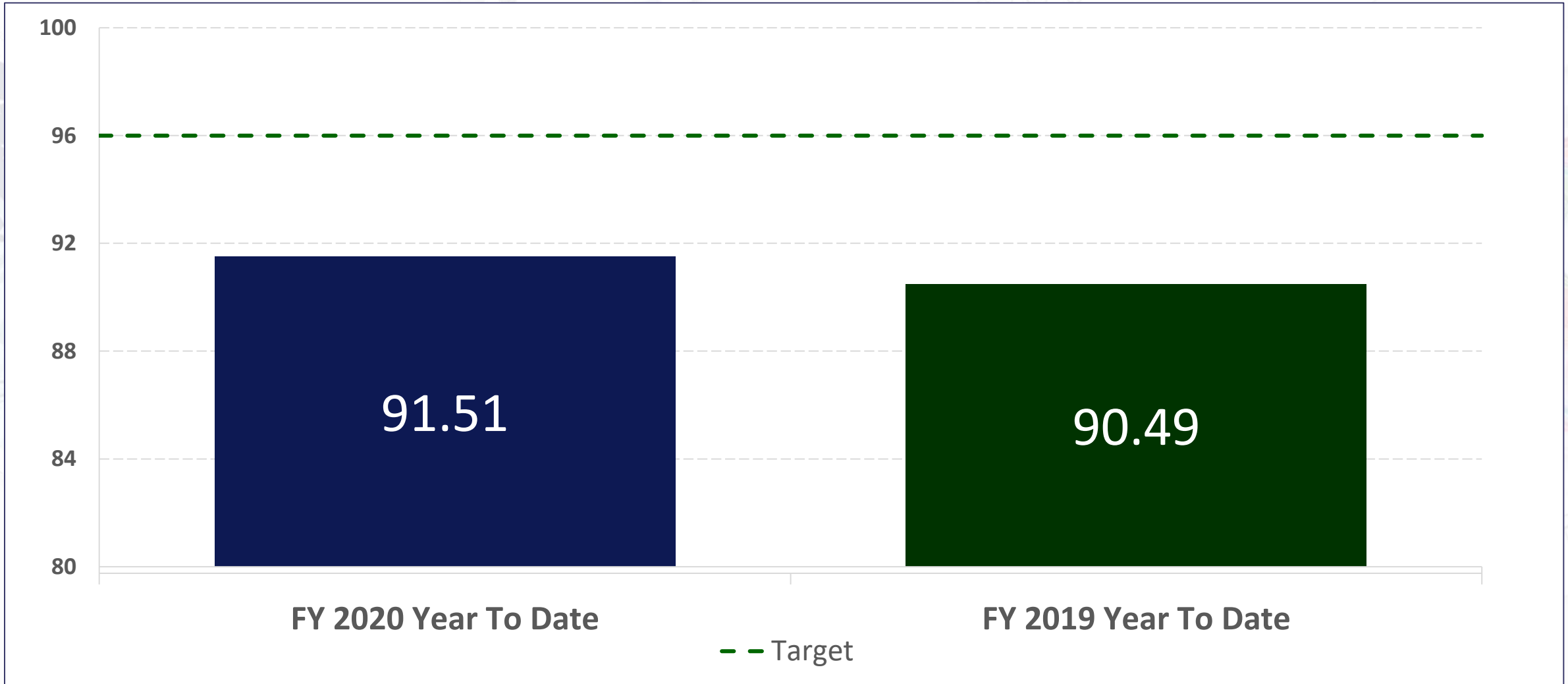


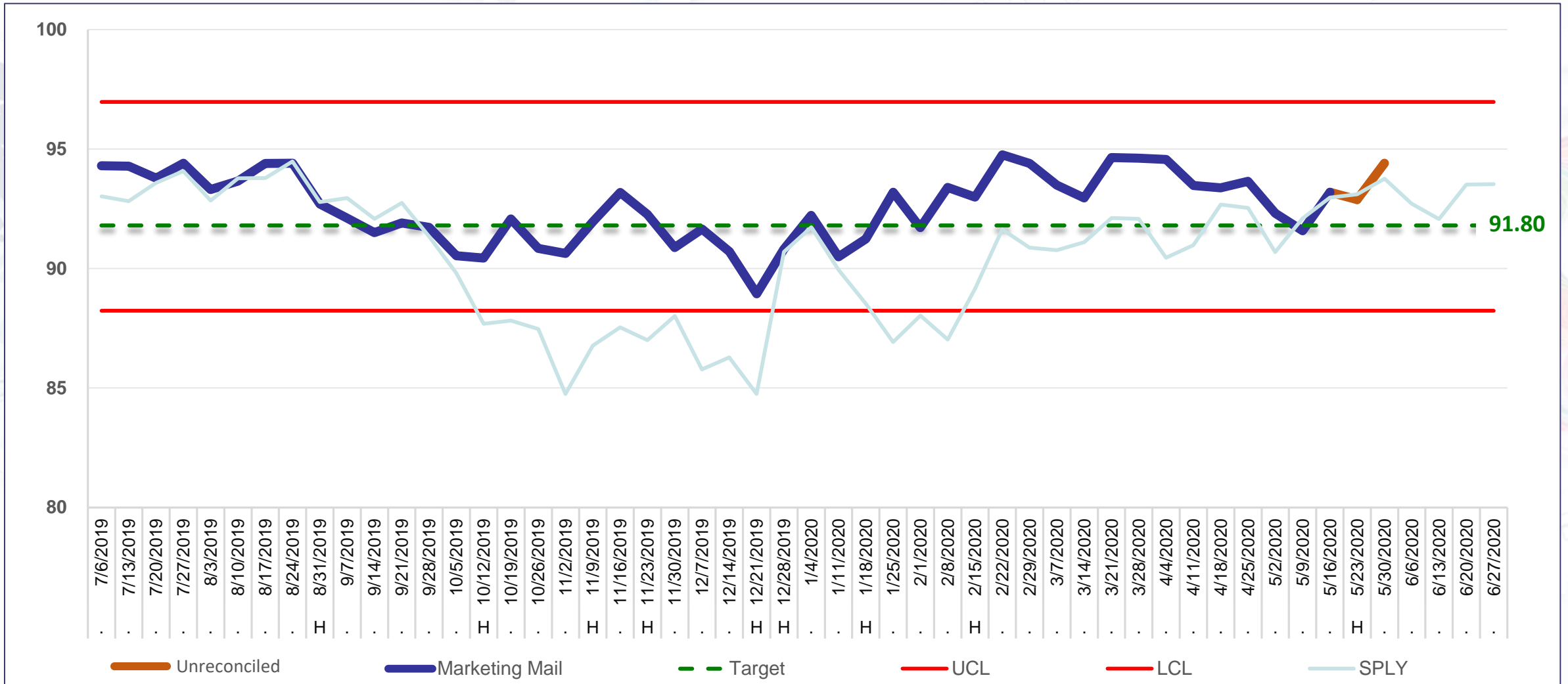
# SERVICE

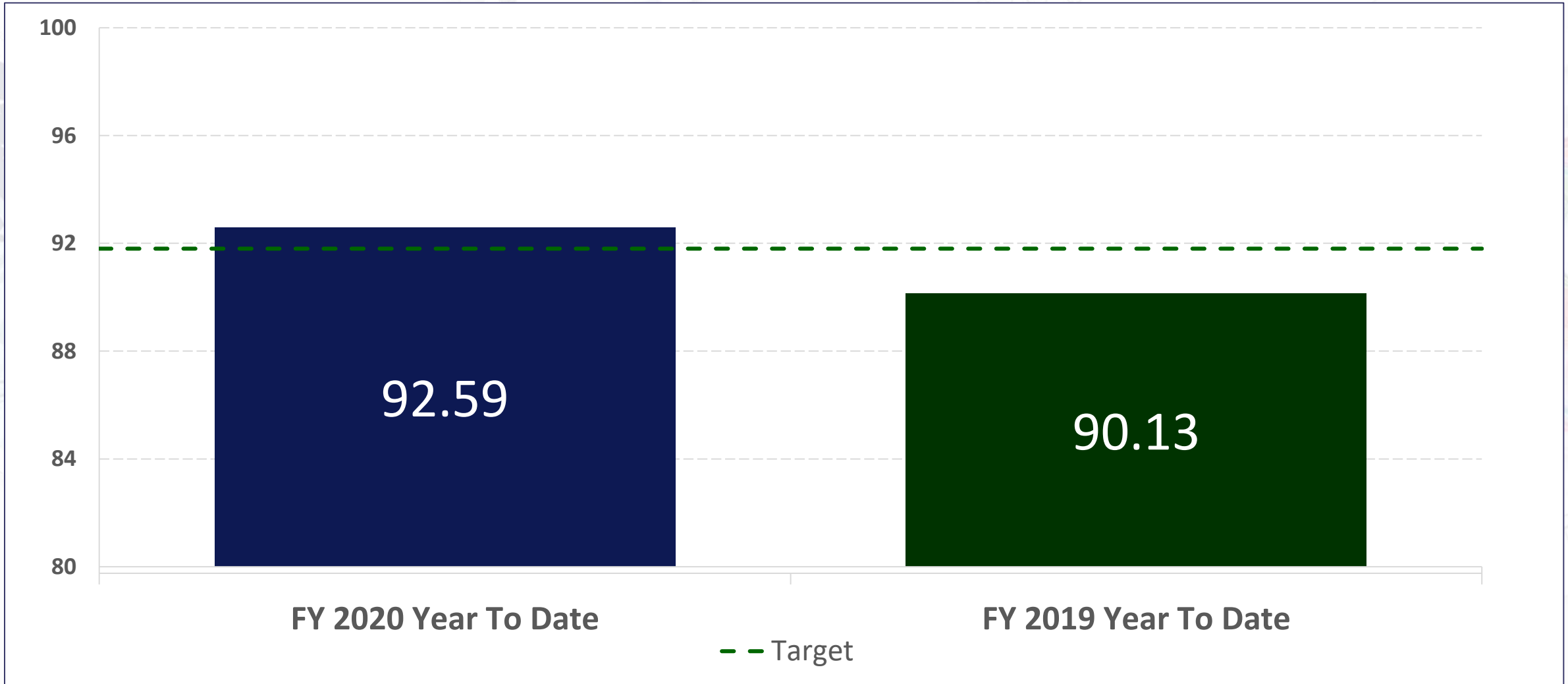
**Greg Graves**  
**Vice President, Western Area Operations**



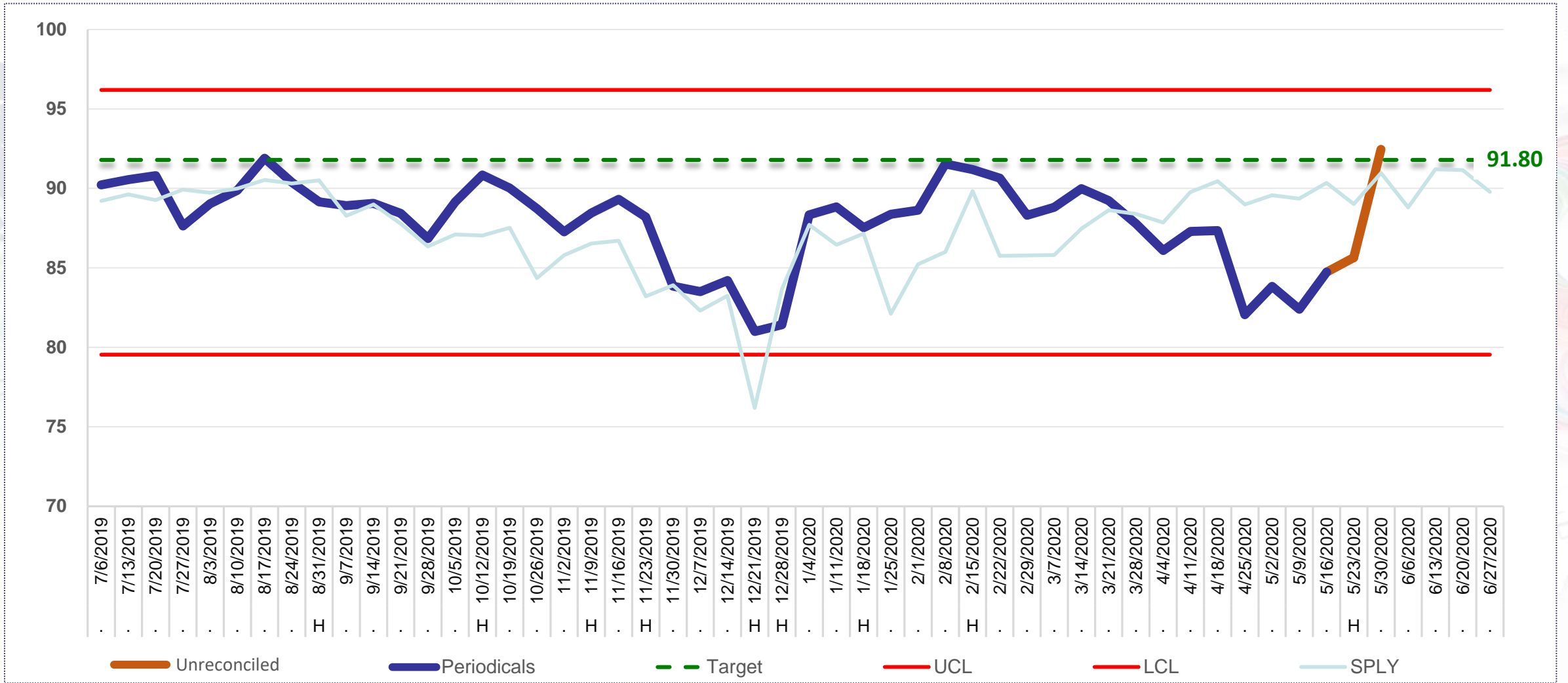
















# KEYNOTE ADDRESS — COVID-19

Kristin Seaver  
CIO serving as COVID-19 Commander





# COVID-19 Command Response

Kristin Seaver

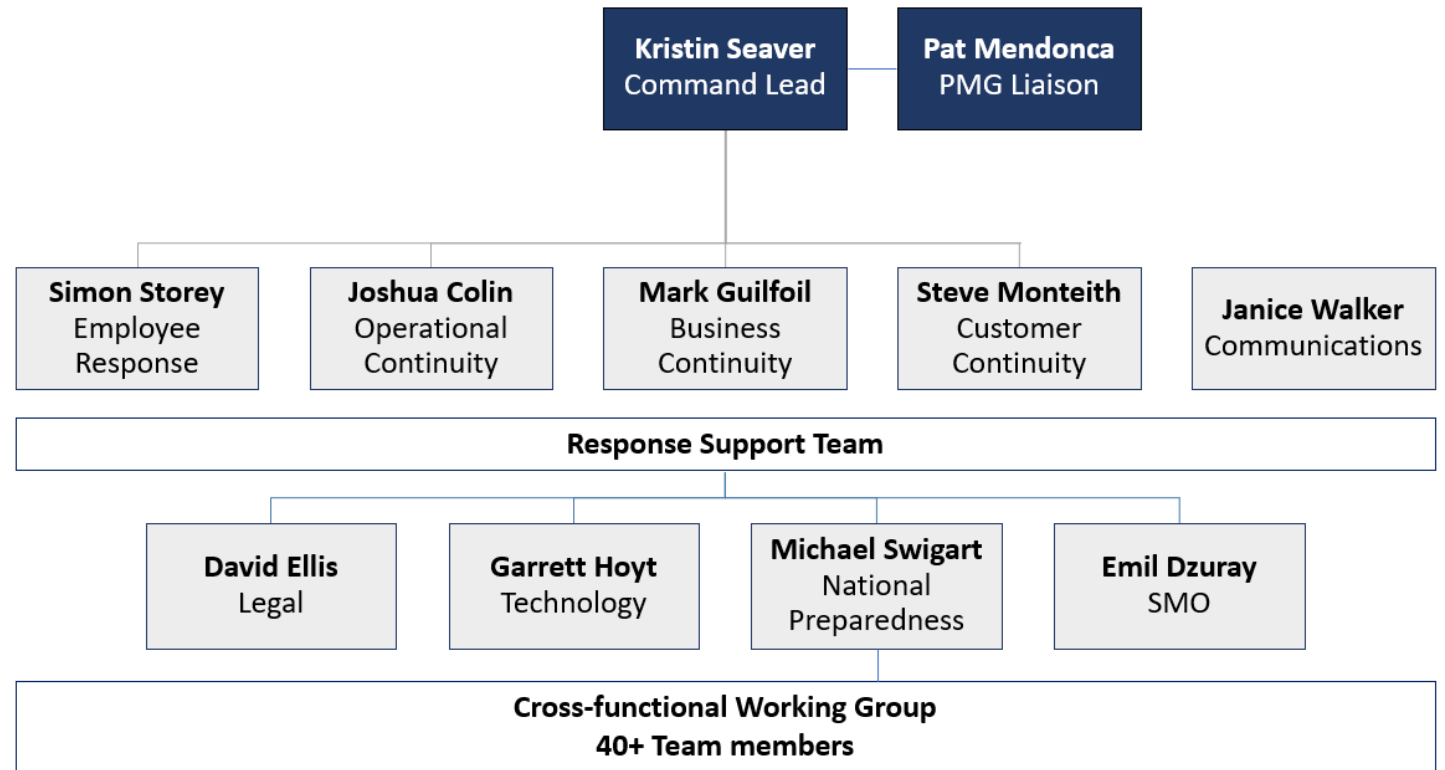
Command Lead

June 4, 2020



# COVID-19 Command

- Responsiveness
- Awareness
- Speed in Decision Making
- Prioritization of Focus
- Resource Allocation



# Employee Response

*Continue to support our employees as the nation ramps back up for business*

- Employee Health, Safety, and Wellness
- Partnership with Unions and Management Associations
- Targeted Fast-Track Hiring
- Telework Approach & Implementation





# Operational Continuity

*Continue to deliver vital goods and services as we help the country transition*

- Employee Availability
- Medications
- Economic Impact Payment
- Package Surge
- Mail Declines



# Business Continuity

## *Continue to ensure health of critical business processes to drive postal operations*

- COVID-19 Critical Supplies
- Supplemental Cleaning Support
- Established COVID Supplies Command Center
- Supplier Payment, Payroll, Timekeeping, eBuyPlus Systems



# Customer Continuity

***Continue to meet our customers where they are to provide creative, meaningful, and effective mailing & shipping solutions***


- Daily outreach for customer/consumer/industry support and solution development
- Pursue new sales opportunities for COVID-19 based products
- Develop products, services, and solutions for COVID-19 recovery and post COVID-19





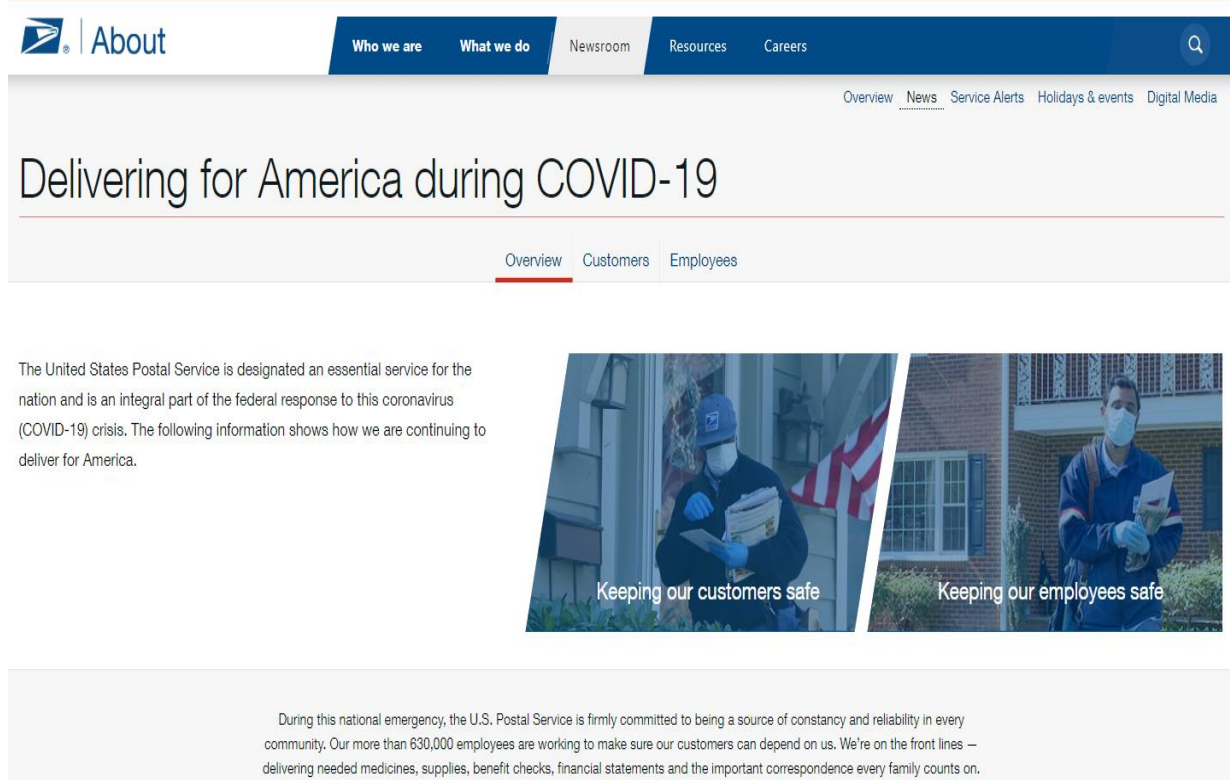
# Communications

**Coronavirus Disease 2019 (COVID-19)**



**Employee Resources**

Stand-Up Talks	Families First Coronavirus Response Act	Link Articles	Videos
Teleworking: Guidelines and Tips	Playbook – Field and District	Social Distancing Standard Work Instruction	Supplies, Cleaning, Maintenance Guidelines
Essential Service Guidance/Memos	#POSTALPROUD – Thank You's	Photo Gallery	USPS Posters and Signage



**About** | Who we are | What we do | Newsroom | Resources | Careers

Overview | News | Service Alerts | Holidays & events | Digital Media

## Delivering for America during COVID-19

Overview | Customers | Employees

The United States Postal Service is designated an essential service for the nation and is an integral part of the federal response to this coronavirus (COVID-19) crisis. The following information shows how we are continuing to deliver for America.



Keeping our customers safe



Keeping our employees safe

During this national emergency, the U.S. Postal Service is firmly committed to being a source of constancy and reliability in every community. Our more than 630,000 employees are working to make sure our customers can depend on us. We're on the front lines – delivering needed medicines, supplies, benefit checks, financial statements and the important correspondence every family counts on.

<https://about.usps.com/newsroom/covid-19/>

## *Life and Work Beyond the Curve*

- Integrated Transition Plan
- Employee Safety & Health
- The Future of Work
- Office 2020
- After Action Review & Strengthening USPS moving forward
- Relevancy In People's Lives, Work and Communities







WESTERN



# WESTERN AREA INNOVATION AWARDS





2019  
**TYME, LLC**  
**Bellevue, IA**



**Winner of the Western Area  
 Shipping and eCommerce  
 Innovation Award**



# Oregon Humane Society Portland, OR



**Winner of the Western Area  
Mailing and Digital  
Innovation Award**



The logo features the letters 'NPF' in a large, bold, dark blue font. Below it, the words 'NATIONAL POSTAL FORUM' are written in a smaller, dark blue, sans-serif font. The logo is surrounded by several red stars of varying sizes. The background consists of various postage stamps, including one with an American flag and another with the word 'celebrate' in colorful letters. The word 'FOREVER / USA' is visible on some of the stamps.

# NPF

NATIONAL POSTAL FORUM

## Save the Dates

National Postal Forum Announces:  
NPF Virtual Summer Series  
Thursdays 2 - 3 p.m. (EST)  
July 23 - Sept. 3, 2020

Featuring USPS and industry  
speakers on key postal news,  
strategies and updates

Learn more at [NPF.org](https://www.npf.org).