

March 13, 2024

Vice President, Product Solutions Announces Retirement

Thomas (Tom) J. Foti, Vice President (VP) of Product Solutions, will retire from the Postal Service, effective March 30.

Tom's postal career began over 35 years ago in July 1988 as summer intern at Headquarters within the Operations Support organization. He has served in numerous leadership roles over the past 23 years, holding several customer centric executive positions in mailing and shipping as well as management responsibilities in the Operations and Engineering organizations.

Tom has served as the VP Product Solutions since November 2020. He has been responsible for providing and enabling access to innovative services, products, and solutions to retain First-Class Mail volume, drive direct mail growth, and creating and managing acceptance payment policies and programs with efficiency and customer focus. His responsibilities have also included managing existing product offerings and interfacing with external business customers to understand and adjust to meet market needs. Tom has fostered an environment of open communication and integrity to drive business results and employee development, as he led the nearly 2,500 employees—responsible for Product Management, Product Classification, Commercial Product Payment and Policy, Election and Government Mail, and the Pricing and Classification Service Center.

Throughout his career, Tom has focused on key mail and shipping product strategies for the Postal Service. He has worked cross-functionally within the Postal Service and with the postal industry in developing and executing key business and product strategies to drive financial performance and improve the customer experience. He has also had past executive responsibilities in managing and prioritizing USPS technology and engineering investments, developing shipping and international business strategies, as well as leading product development and management activities of direct mail and periodicals. He developed and led growth initiatives for the USPS including Every Door Direct Mail and new innovative promotions and incentives for direct mail products.

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