

Delivering for America

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Chief Retail and Delivery Officer
and Executive Vice President



Our Mission: Bind The Nation Together

Delivering For America

- Revitalizes an American Treasure
- Creates the Postal Service our nation deserves
- Requires all our stakeholders to come together for the common good



The Plan's Major Categories of Cost and Revenue

\$24 billion
in new net
revenue
from growth
strategies

\$44 billion
from judicious
use of new
pricing
authorities

\$34 billion
in cost
improvements

\$58 billion
from
legislative
actions

Improving Every Step of the Journey

- A modernized fleet of delivery vehicles
- Improved access for our business customers, large and small
- New national network offerings
- Increased delivery reliability



Investing In Our People

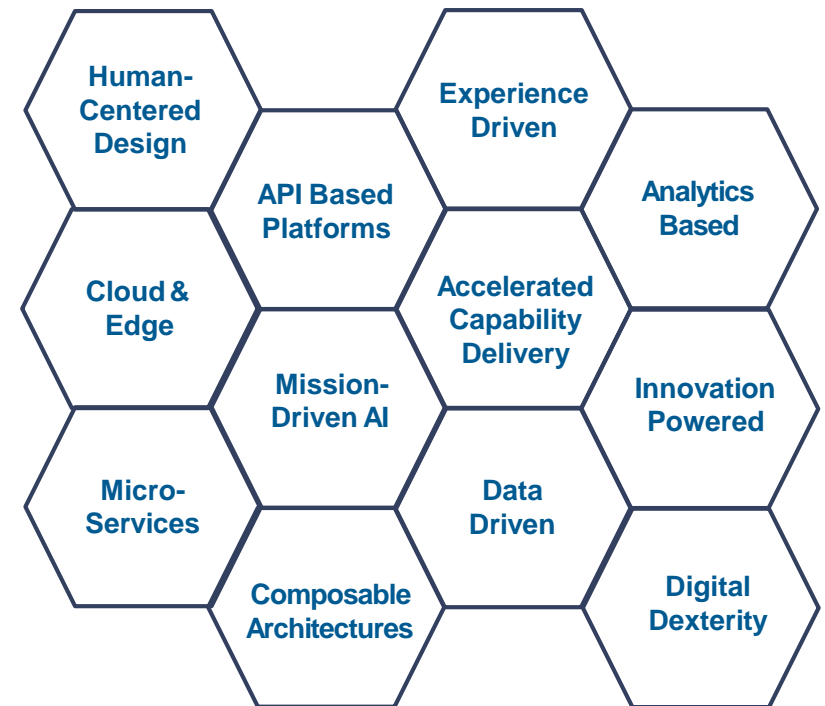
- Employee Commitment
- Employer of Choice
- Tools and Training



Digital Platforms for a High Performing Future

OUR PLAN PRIORITIZES:

- Digital ecosystems
- Customer solutions
- Predictive analytics & mission driven AI for on time processing



Retail and Delivery- Goals

Investment

- Supervisory Skills
- CCA/RCA Experience
- Culture of Co-Creation and Collaboration
- Properly Equip Carrier

Performance Management

- Service the Customer
- Engage the Employees
- Run according to Schedule

Optimization

- Route Structure
- Space and Line of Travel
- Retail Alignment



Forward Focus

- Deliver
- Employee Availability
- Safety
- Scanning Accuracy
- Route Coverage



DELIVERING FOR AMERICA

Our Vision and Ten-Year Plan
to Achieve Financial Sustainability
and Service Excellence



BENEFITS FOR OUR NATION AND RESIDENTIAL CUSTOMERS

- ✓ **Six-day mail** and **seven-day package delivery**
- ✓ **\$40 billion** in investment
- ✓ **\$24 billion** in revenue growth
- ✓ Accelerates move to **electric vehicles**
- ✓ **95% on-time delivery** for mail and packages
- ✓ **Enhanced tools** for consumers and small businesses
- ✓ **Investments in our people**



Closing Remarks





We Show Up and Deliver

