

United States Postal Service®

INDUSTRYALERT

April 23, 2021



National Postal Forum Overview and Program Guide May 3 – 4, 2021

Postmaster General Louis DeJoy and other senior USPS leaders will open the Forum with a discussion of *Delivering for America*, the Postal Service's new 10-year plan. The PMG and Executive Team Leaders will discuss how the plan modernizes the Postal Service, while preserving universal six-day mail delivery and expanded seven-day package delivery. Following the Postmaster General, Isaac Cronkhite, will discuss the network redesign and investment for growth. Jakki Krage Strako will discuss USPS Connect, giving customers access to the Postal Services delivery network. Steve Monteith will talk about inspiring mail and follow that up with a conversation on direct mail trends.

Day two of the Forum continues the *Delivering for America Plan* dialogue including its strategies regarding workforce stability and employee engagement, investment and innovation, and transforming the network. Attendees will hear from Kristin Seaver, Joshua Colin, and Angela Curtis as they discuss Service Excellence. Pritha Mehra will provide an update on technology investments and we will hear from Isaac Cronkhite again as he discusses transforming the network to be efficient, dependable, and positioned for growth. Finally, we'll hear from Gary Reblin, as he discusses mail innovations.

In addition to informative General Session content, attendees will have an option to attend a variety of workshops covering Informed Delivery, Informed Visibility, Addressing, the Shipping Landscape, and more. The event closes out on day one with a presentation from Doug Lipp, the former Disney University executive, who is an expert on Customer Service. Closing out day two of the forum is a fun, networking trivia event. The NPF Program Guide is attached.

The cost to attend NPF is \$149 and covers both days, May 3rd and 4th. Postal employees, please do not register for this event. There are a limited number of passes available. You will be notified if you are eligible for a pass to attend NPF.

For more information visit <https://npf.org>.

See you all on May 3 – 4!

##

*Please visit us on the USPS [Industry Outreach](#) website.
Thank you for your support of the United States Postal Service.
Industry Engagement & Outreach/USPS Marketing*

*To subscribe or unsubscribe to Industry Alerts, please hit reply and send us your request. Or mail your request to:
Attn: Industry Engagement & Outreach
475 L'Enfant Plaza, RM 4411
Washington DC 20260*

Privacy Notice: For information regarding our privacy policies, visit www.usps.com/privacypolicy