

National Postal Forum (NPF)



Phoenix, Arizona
May 15-18, 2022 | Phoenix Convention Center

A large banner with a sunset background over mountains. On the left is the NPF logo with the text 'NATIONAL POSTAL FORUM'. In the center, the text reads 'MAY 15-18, 2022 | JOIN NPF IN PHOENIX, AZ', 'FACING THE FUTURE', and 'Together' in a large cursive font.

NPF
NATIONAL POSTAL FORUM

MAY 15-18, 2022 | JOIN NPF IN PHOENIX, AZ

FACING THE FUTURE
Together

National Postal Forum – May 15 – 18, 2022

NPF 2022 Theme



Phoenix, Arizona
May 15-18, 2022 | Phoenix Convention Center



This year's theme...

Facing the Future Together



NPF Overview



Phoenix, Arizona

May 15-18, 2022 | Phoenix Convention Center



- NPF 2022 – Phoenix Convention Center, May 15-18, 2022
- 2,000+ Attendees (Postal and Industry)
- Keynote Address from Postmaster General Louis DeJoy
- 100+ Workshops (Postal and Industry Speakers)
- 9 USPS Executive Leadership Team/Officer Presentations
- 100+ Exhibitors
- 4 Days of Education and Networking
- Networking Receptions
- Partnership Awards Recognition Luncheon with a Keynote Speaker
- Consultation Centers
- Peer to Peer Sessions
- 2 USPS Certification Courses Offered
 - Mail Design Professional
 - Executive Mail Center Manager



Attractions



Phoenix, Arizona
May 15-18, 2022 | Phoenix Convention Center



May 15-18, 2022

Phoenix Convention Center

Lots to do – bring your family...

Hike/Climb Camelback Mountain

Hot air balloon rides

Phoenix Zoo

Enchanted Island Amusement Park

Desert Botanical Gardens

Grand Canyon (few hours)



NPF Schedule



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SUNDAY, MAY 15



NPF WELCOME RECEPTION

Join the official NPF 2022 Welcome Reception, as we celebrate and reunite. Reconnect with friends and colleagues, meet new like-minded professionals and share in the camaraderie of facing the future together!

1:30 PM - 2:30 PM	Period 1 Workshops
2:45 PM - 3:45 PM	Period 2 Workshops and Orientation Session
4:00 PM - 5:00 PM	Period 3 Workshops
5:30 PM - 7:00 PM	NPF Welcome Reception

MONDAY, MAY 16



PMG - KEYNOTE ADDRESS

Join Postmaster General Louis DeJoy for the Monday morning General Session. Learn how the USPS is reimagining, reengineering and redesigning the Postal Service. The PMG will take you through his comprehensive strategies, which will modernize the postal network, invest in infrastructure and improve operations for ongoing innovation - all tied directly to customer needs.

8:00 AM - 9:30 AM	PMG - Keynote Address
9:30 AM - 11:00 AM	Exclusive Exhibit Hall Time
9:30 AM - 4:00 PM	Exhibit Hall Open
11:00 AM - 12:00 PM	Period 4 Workshops
12:00 PM - 1:00 PM	Lunch
1:00 PM - 2:00 PM	Period 5 Workshops
2:15 PM - 3:15 PM	Period 6 Workshops
3:15 PM - 3:45 PM	Networking in Exhibit Hall
4:00 PM - 5:00 PM	Period 7 Workshops
5:30 PM - 7:00 PM	PCC Reception

TUESDAY, MAY 17



EXHIBIT HALL RECEPTION

Meet and greet with the industry's most innovative and forward thinking mailing and shipping companies at the NPF Exhibit Hall Reception. Take advantage of this casual environment and indulge in food for thought while learning about your next best solution. Make your plans to attend this evening event from 4:00 PM - 5:30 PM.

8:00 AM - 9:00 AM	Period 8 Workshops
9:30 AM - 11:00 AM	Exclusive Exhibit Hall Time
9:30 AM - 5:30 PM	Exhibit Hall Open
11:00 AM - 12:00 PM	Period 9 Workshops
12:00 PM - 1:00 PM	Lunch
1:30 PM - 2:30 PM	Period 10 Workshops
2:45 PM - 3:45 PM	Period 11 Workshops
4:00 PM - 5:30 PM	Exhibit Hall Reception

WEDNESDAY, MAY 18



PARTNERSHIP RECOGNITION LUNCHEON

NPF attendees with Full-Registration privileges are invited to attend a special seated luncheon that honors best in class USPS partnerships from across all postal areas and concludes with a special guest speaker that will share insights and anecdotes that promise to inspire!

8:00 AM - 9:00 AM	Period 12 Workshops
9:15 AM - 10:15 PM	Period 13 Workshops
10:30 AM - 11:30 AM	Period 14 Workshops
12:00 PM - 2:00 PM	NPF Partnership Recognition Luncheon
2:30 PM - 3:30 PM	Period 15 Workshops
3:45 PM - 4:45 PM	Period 16 Workshops
7:00 PM - 10:00 PM	Closing Event

NPF E-Booklet



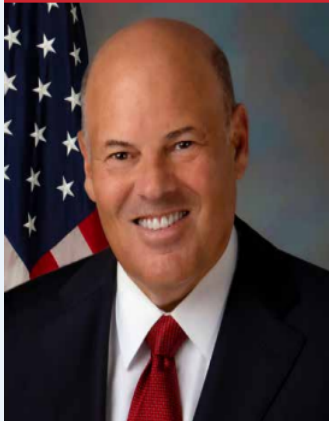
Phoenix, Arizona

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E-Booklet is on the NPF Website - [NPF 2022 Catalog 31522.pdf](#)

2022 USPS EXECUTIVE LEADERSHIP TEAM AND OFFICER SESSIONS



PMG - Keynote Address

Monday, May 16 (8:00 AM - 9:30 AM)

Join **Postmaster General Louis DeJoy** and his Executive Leadership team in the journey to revitalize the Nation's mail system and learn how the United States Postal Service is reimagining, reengineering and redesigning the Postal Service to better serve customers and deliver a healthy, sustainable communications and delivery network for the future.

In his keynote address, PMG DeJoy will share comprehensive strategies and key actions being taken to modernize the postal network, invest in infrastructure, improve operations and create a platform for ongoing innovation tied directly to customer needs.

Impacts of Transformation: Better Structured to Match Service Performance with Customer Needs

Presented by:

Dane Coleman, Vice President Regional Processing Operations Eastern

Tim Costello, Vice President Area Retail & Delivery Operations Southern

Angela Curtis, Vice President Delivery Operations

Modernizing USPS Network: Facility Investments & Operational Redesign for Service Improvement

Presented by:

Scott Bombaugh, Chief Technology Officer and Executive Vice President

Luke Grossmann, Senior Vice President Finance and Strategy

Benjamin Kuo, Vice President Facilities

Sustaining our Future: Pricing & Product Strategies

Presented by:

Joe Corbett, Chief Financial Officer and Executive Vice President

Steve Monteith, Chief Customer and Marketing Officer and Executive Vice President

Sharon Owens, Vice President Pricing and Costing

Transforming Transportation & Logistics: Paving the Way to Performance and Growth

Presented by:

Robert Cintron, Vice President Logistics

Isaac Cronkhite, Chief Logistics and Processing Operations Officer and Executive Vice President

Peter Routsolias, Vice President Transportation Strategy

USPS Connect Local: Connecting Communities

Presented by:

Sheila Holman, Vice President Marketing

Shavon Keys, Vice President Sales

Elvin Mercado, Vice President Retail and Post Office Operations

USPS Connect Regional: A Case Study featuring USPS Covid Test Kit Fulfillment

Presented by:

Scott Bombaugh, Chief Technology Officer and Executive Vice President

Linda Malone, Vice President Engineering Systems

Marc McCreery, Vice President Customer Experience

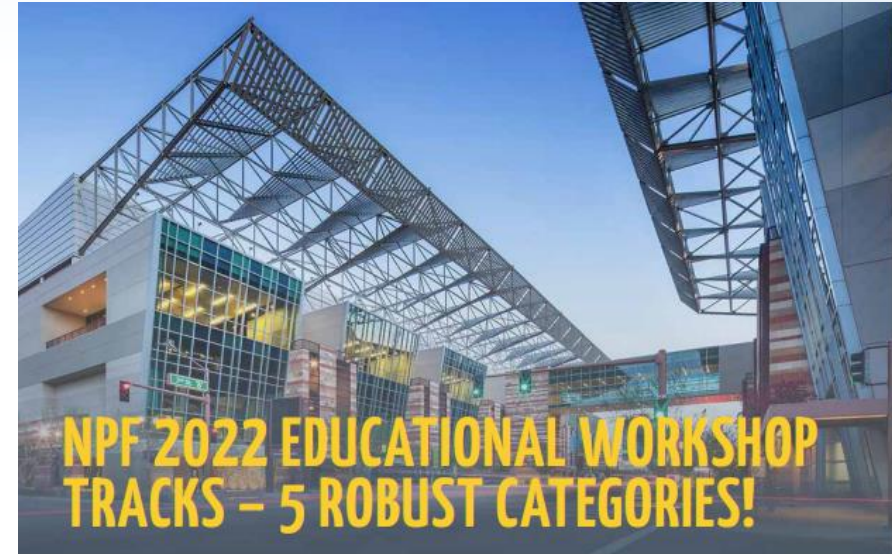
Pritha Mehra, Chief Information Officer and Executive Vice President

USPS Connect: Solutions Reaching Every Door

Presented by:

Pritha Mehra, Chief Information Officer and Executive Vice President

Jakki Krage Strako, Chief Commerce and Business Solutions Officer and Executive Vice President



Attendees will have access to educational content that will translate into best practices and more cost-effective ways of doing business. The following tracks were designed exclusively for the mailing and shipping professional to offer a variety of workshops that will help better navigate the future and increase the opportunity of their success.

DELIVERING INNOVATIVE TECHNOLOGY

Technology is ever-changing, raising the bar on our industry's processes and best practices. With it, new opportunities arise. Get the inside scoop on how technology is driving the future of Mailing and Shipping.

eCOMMERCE: STEPS TO SHIPPING SUCCESS

Grab a front-row seat and let industry experts be your guide in helping you navigate and reimagine the continually evolving Shipping Landscape.

LEADERSHIP & PROFESSIONAL DEVELOPMENT: CHARACTERISTICS OF SUCCESS

Great leaders never rest. They're always honing their skills. Seize this golden opportunity to learn the how-to of improving your own skills, growing your future, and building strong, supportive teams.

OPERATIONS: FULFILLING THE NEEDS OF YOUR CUSTOMERS

Elevate customer satisfaction to a whole new level. Learn how to manage your mail and shipping operations more effectively while optimizing your business with the USPS.

PUSHING THE ENVELOPE: WHY MAIL WORKS

Direct Mail is as powerful a marketing tool as ever. Discover the importance of making DM an integral part of your marketing strategy in order to maximize outreach - and ROI.

Each year the USPS Executive Leadership Team and Officer Sessions provide an exclusive and unique perspective on some of the most important issues, changes and new ideas facing the industry today. Attendees have the opportunity to hear first-hand and to learn from key postal leaders about topics that will guide the entire mailing and shipping industry into the future.

EXECUTIVE LEADERSHIP TEAM / OFFICER PRESENTATIONS*

Data + Delivery = A Stronger Mail and Package Proposition for Customers

Presented by:

Dr. Joshua Colin, Chief Retail and Delivery Officer and Executive Vice President

Tom Foti, Vice President Product Solutions

Jeff Johnson, Vice President Enterprise Analytics

Empowering Our People: Realigning to Support USPS Mission

Presented by:

Dr. Joshua Colin, Chief Retail and Delivery Officer and Executive Vice President

Isaac Cronkhite, Chief Logistics and Processing Operations Officer and Executive Vice President

Doug Tulino, Deputy Postmaster General and Chief Human Resources Officer

*Presentations are subject to change. For updates and session schedule, please go to [NPF.org](#) for additional details.


NPF Matrix



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Matrix is available on NPF website - https://npf.org/wp-content/uploads/2022/03/2022_NPF_Workshops_3_28.pdf

 National Postal Forum - Phoenix, AZ May 15 - 18								
Sunday - May 15								
ROOM	Jr. Ballroom - 301A West							
PERIOD 1 1:30 PM - 2:30 PM		Orientation Session	Mitigating the Great Resignation with Automated Workflows	CASS Cycle O: What You Need to Know!	How MSPs and Mail Owners Can Utilize IV and ID Data to Improve ROI on their Marketing Budgets	Real Time Package Tracking		Making the Most of the USPS Enterprise Payment System
PERIOD 2 2:45 PM - 3:45 PM	USPS Connect Local: Connecting Communities	Last But Certainly Not Least: Why the Last Mile is a Hotbed for Innovation	Authentically Inclusive Marketing	Creating Your New Digital Marketing Channel with Informed Delivery Package Campaigns	Does Your Returns Strategy Line up With Customer Preferences?	Direct Mail 101: Mailing Made Easy	The Answer is Cloud-Powered Postal Data	MTAC 101: What is MTAC and How to Get Involved
PERIOD 3 4:00 PM - 5:00 PM	PCC General Session	Innovative Technology Driving the Future Postal Service	How to Grow Your Business Using Data Science: No Degree Required	Quality: Meeting or Exceeding Customer Expectations by Reducing Waste in Your Operations	Turning up the Volume on your Transactional Mail	Treating Return Mail with the Care it Deserves	USPS Expedited Packaging Supplies	Power Your Client's Direct Response Campaigns with Predictive Analytics
5:30 PM - 7:00 PM	Welcome Reception - Hyatt Hotel							

NPF Networking



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Lunch will be provided on Monday, Tuesday, and Wednesday is our Partnership Recognition Luncheon

- Customer Awards
- Special Guest Speaker

Networking Receptions Nightly

- Sunday – NPF Welcome Reception – Hyatt Hotel
- Monday – PCC Reception – Sheraton Phoenix Downtown
- Tuesday – Exhibit Hall Reception – Convention Center
- Wednesday – Closing Event – Convention Center

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Questions



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