Mailers' Technical Advisory Committee Meeting

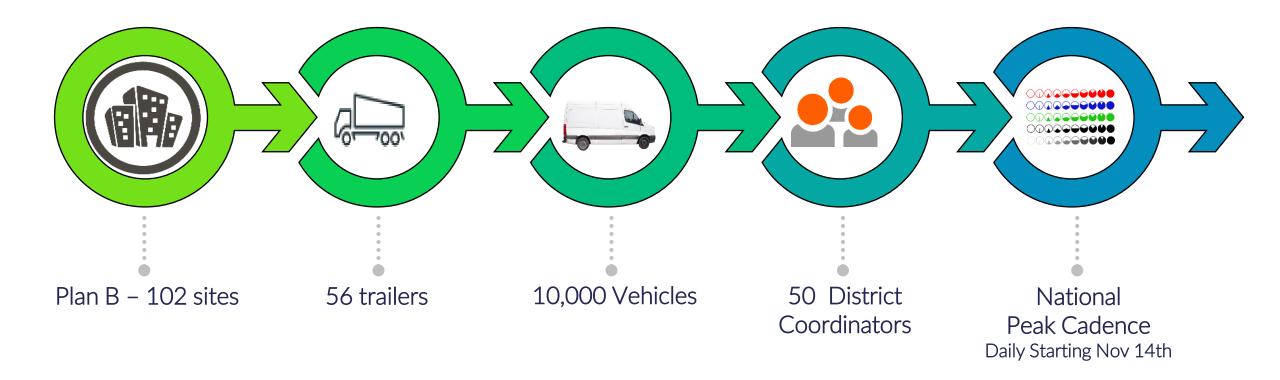
Joshua D. Colin, Ph.D.
Chief Retail and Delivery Officer
Peak Update

October 25, 2022



High Level Overview: Chief Retail and Delivery Peak Activities







Integrated Operating Plan

What we do daily and how we communicate with our CPDO and CLO partners matters.

It matters to our operations. It matters to our customers.

20 Key Process Indicators Processing Quality Logistics - Arrival Timely Delivery Customer Experience

IOP Scorecard KPI and Goals



IOP Cadence



Customer-Supplier/ Engagement CRDO, CPDO and CLO
VP and Directors
Review IOP by Area

Weekly Discussion on IOP scorecard and issue resolution

Escalation of systemic issues

HQ, Area and District IOP Teams

Weekly Discussion on IOP scorecard, standard work and resolutions Plant, District and Logistics IOP by District

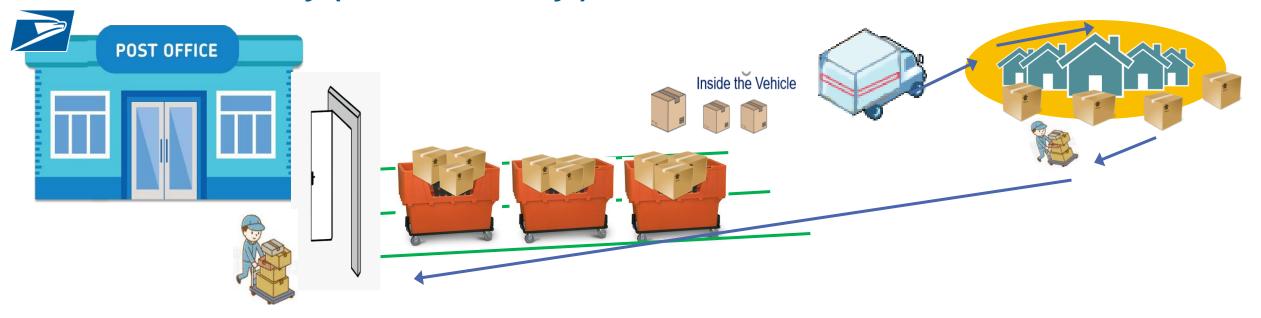
Daily Reflection on IOP scorecard

Escalations of issues

Problem solving and documenting using MAQ/PAQ



6 AM to 9 AM Play (Parcel Delivery)



6:00 AM - 9:00 AM Results

- 110,742,912 packages delivered 6am to 9am last Peak
- 9.6% of all packages were delivered between 6am to 9am
- 63.9% reduction in C360 where's my package(WIMP) cases last peak compared to SPLY
- Goal will be 15% or higher of packages delivered between 6am and 9 am FY23
- 2,147 identified sites for 6am to 9am play for FY23



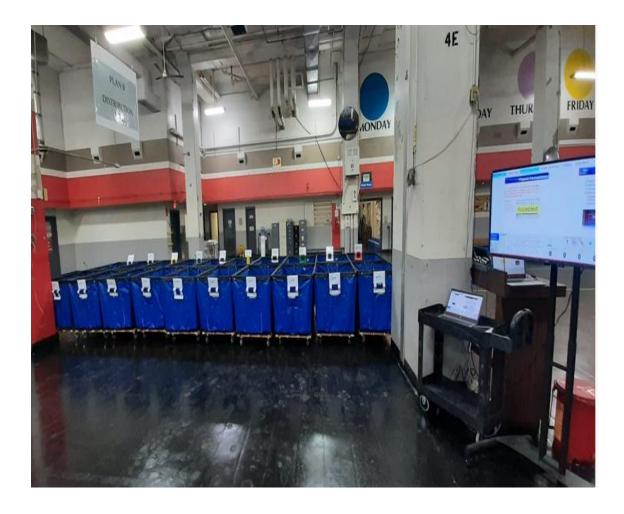
CRDO 6 AM – 9 AM Play Schedule





Plan B

- 103 identified Plan B sites for FY23
- Designated parcel all day parcel routes
- Location is at impacted office or off site
- DDU volume (Amazon, UPS, and Fed Ex) is separated and sent directly to Plan B location
- Staffing, equipment and vehicles are exclusive to Plan B operation
- Opportunity units will be placed on Plan B
- Sites not on Plan B shift to 6 to 9 Play



CRDO Plan B Schedule





CRDO Peak Cadences

Date	Freq.	Time	Who	Purpose of Meeting
25-Oct	Mon – Fri	2:00 PM - 3:00 PM	Plan B offices	Performance review, driving efficiency, and CRDO Support
		3:00 PM - 3:30 PM	6 to 9 offices	
14-Nov	Mon – Fri	12:00 PM - 2:00 PM	All Tier's CRDO HQ Mtg with AVP & DM's	KPI data review, Scan Integrity, RCE & CRDO Support
	Sat/Sun	11:00 AM - 1:00 PM		



Peak Cadence Indicators Schedule Daily/Rotating Topics



- IOP
- RCE
- Peak Scorecard
- Triangulation data
- Scanning Integrity
- 6 to 9 performance
- F2/F4 performance
- Plan B performance





Delivering for America

☐ Retail Strategy

- Commitment to universal access balanced with fiscal stewardship
- Investments to provide a world class customer experience and grow revenue
- Expansion of services to connect and enrich communities
- Establishment of USPS as government storefront



Extended Retail Operations and Package Pick-up

- Extended Retail and Package Pick-up Hours
 - Offices have been identified to extend retail operations and/or provide extended package pick-up based on metrics listed below:
 - Changes in Facilities Database will be made by Oct 31, 2022

Extend Retail Window Service hours a minimum of one (1) Weekday/Saturday for three weeks up to Christmas	Offices identified as having >\$10,000 WIR M-F and >\$6,000 WIR on Saturdays
Extend Retail Window Service hours on two (2) Sundays prior to Christmas	This is required for offices with SPLY Sunday WIR >\$1,000
Extend Package Pick Up Times beginning weekly for a minimum of one (1) day M-F, and/or Saturdays, three weeks in advance of Christmas	This is required for offices with First Failed Attempt (FFA) pieces >100 weekly