

# Mandatory Stand-Up Talk

Feb. 22-23, 2012

## Area Mail Processing and facility consolidation studies completed

As we heard in September of last year, the Postal Service is facing difficult decisions in light of its dire financial situation. Mail volume has dropped by more than 43 billion pieces in the past 5 years and is continuing to decline.

With this dramatic loss, maintaining the Postal Service's infrastructure at its current size is no longer realistic. This reality has forced the Postal Service to propose a comprehensive overhaul of its processing and transportation networks.

Postmaster General Pat Donahoe has been sharing information with us through his "State of the Postal Service" video series. Today, he will talk more about the network changes. Please watch, and I will have more details afterwards.

### **PLAY VIDEO**

As the PMG explained, most of the mail processing consolidation studies begun in September are now completed. Implementation of consolidations and closures is contingent upon the outcome of proposed revisions to existing service standards.

In addition, no implementation will take place prior to May 15 of this year, in keeping with a moratorium on closing or consolidating postal facilities, to give Congress and the Administration the opportunity to enact an alternative plan.

As we heard from the PMG in his video, if the Postal Service reduces the size of its network, it also will have to reduce the size of the workforce. In that regard, the Postal Service is continuing to work with the unions and management associations about possible incentives.

Let me be clear: there is no decision on any possible incentive at this point in time, and there are no further details on what an incentive offer would entail.

If an incentive program is approved and offered, details will be posted on the new HR Web page, **Workforce Connection**.

You can find it on the *LiteBlue* website, at “www-dot-liteblue-dot-gov.” ([www.LiteBlue.gov](http://www.LiteBlue.gov)). You can log on from any computer and all you need is your Employee ID and PIN numbers.

**Workforce Connection** is where you can find the most up-to-date information on workplace changes and HR topics.

The Postal Service will continue to keep you informed as these initiatives move forward.

Thank you for listening. Are there any questions?

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(FOR BMEUs, BSNs, CONSUMER AFFAIRS AND RETAIL,  
CUSTOMER-FACING EMPLOYEES:

ALSO PROVIDE THE MANDATORY SERVICE TALK, “CUSTOMER  
OUTREACH PLAN UPDATES” ATTACHED ON NEXT PAGE)

For those of us who work directly with customers, we have some additional information:

# MANDATORY SERVICE TALK

## Area Mail Processing Customer Outreach Updates

The Postal Service has begun a series of outreach activities to update customers about mail processing consolidation studies.

The Postmaster General held customer webinars February 7th and 10th. The presentation is available online at the “Information for Mailers” page on [about.usps.com](http://about.usps.com). The full Web address is printed on the Frequently Asked Questions page that I will hand out after this talk.

The next outreach activities will take place starting today, February 23, and continue through March 23, with District Managers holding Area Mail Processing Business Customer Meetings. These meetings will be for our managed accounts, permit holders and known mailers.

In the meantime, here are the key points for you to know about mail processing consolidations, so that you can communicate effectively with customers:

- **No final decision has been made at this time.**
- These operational changes are contingent upon the outcome of proposed revisions to existing service standards.
- No implementation will begin prior to May 15, 2012. Once a final determination has been made customers will be notified and given adequate time to prepare for any changes.

The Postal Service’s commitment is:

- No immediate changes to business acceptance locations or hours of operation

- Deliberate timing of operational moves to limit customer impact
- Continuation of DSCF discounts at affected Bulk Mail Entry Units.
- Expanded Drop Shipment Appointments will be available
- Continual communications with customers.

There will be no changes at this time to Retail Services and Business Mail Acceptance.

Facility Access and Shipment Tracking (FAST) appointments will be expanded to support shifting volumes across the network.

For more information, you can refer customers to the “Information for Mailers” page on [about.usps.com](http://about.usps.com). The full Web address is printed on the Talking Points page that I will make available.

These reference tools are being provided so that we all are able to give our customers consistent information.

We will continue to keep you informed about any future developments regarding these studies.

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