



# News You Need To Know From MTAC

February 10, 2026



## News You Need To Know From MTAC Speakers



Kathy Hall



Suzi Oswald



Rob Hanks



Leanne Herman



Rob Isaacs





Please utilize the Q&A to ask questions



PPT presentation will be post on PostalPro



**Please note:** All phones and videos are muted.

- PMG Remarks / State of the Business
- Shape-Based Processing
- Price Outlook
- Chief Information Office
- Executive Takeaway
- MTAC 2026-2027 Leadership
- MTAC User Groups & Task Teams
- Customer Experience
- National Postal Forum
- MTAC Homeroom
- Operations Integration and Performance Excellence
- Payment & Product
- Data, Technology & Addressing

## State of the Postal Service: Strong Execution, Urgent Financial Focus



- Peak season performance improved across categories
- Network capacity and operational discipline strengthened
- Financial liquidity remains the central leadership priority
- Focus on revenue growth, pricing flexibility, and legislative support

## Planning Horizon, Not Immediate Change

- Proposed rule published; final rule issued
- Updated label lists released with implementation milestones
- Formal approvals and regulatory steps remain required
- Industry engagement expected ahead of any broader rollout



**Industry Impact:**  
**No near-term  
operational action  
required.**

## Pricing Environment: Structural Pressures Continue

- July 2026 pricing authority currently estimated near 4.7%
- Driven largely by CPI and declining delivery density
- PRC finalized rule limiting Market Dominant increases to once annually

**Strategic Direction:**  
**USPS seeking expanded  
pricing flexibility**  
**Regulatory adjustments  
under review**

## Technology Modernization: Building a More Connected Postal Ecosystem

### Platform Transformation

- Mandatory migration as legacy WebTools retire January 2026
- PTR modernization delivering simplified tracking statuses and improved delivery predictions



### Data Governance:

- Tracking access controls begin April 1, 2026

### Operational Visibility:

- GPS-enabled yard management pilots improving arrival and wait-time accuracy

### Automation:

- AI-driven promotion review expected to accelerate approvals

- 1. Operational performance is improving**
- 2. Financial sustainability is the defining priority**
- 3. Pricing and regulatory frameworks continue to evolve**
- 4. Technology modernization is accelerating**



## MTAC Executive Committee

**Postal Chair**  
*Steve Monteith*



**Industry Chair**  
*Deborah Damore*



**Postal Co-Vice  
Chair**  
*Marc McCrery*



**Postal Co-Vice  
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**Industry Vice Chair/  
Treasurer**  
*Glen Swyers*



**Program Manager/  
Secretary**  
*Danielle Young*



**Immediate Past  
Industry Chair**  
*Lisa Wurman*





# Current User Groups & Task Teams

UG/WG/TT	Title	Schedule
UG 2	SHIP/Product Tracking and Reporting	Bi-Weekly 2nd & 4th Thursday 3:30-4:30 p.m.
UG 3	FAST & eInduction	Bi-Weekly Wednesday 3:00 - 4:00 p.m.
UG 4	Informed Visibility And IV Subgroup	Monthly 3rd Wednesday 12:30 - 1:30 p.m.
UG 5	Addressing	Monthly First Wednesday 1:30 - 2:30 p.m.
UG 7	MTEOR	Bi-weekly Wednesday 4:00- 5:00 p.m.
UG 8	USPS Promotions	Monthly 2nd Tuesday 3:00-4:00 p.m.
UG 11	Mailing Systems & Acceptance	Bi-Weekly Thursday 10:00 - 11:00 a.m.
UG 12	Informed Delivery	Monthly 3rd Tuesday 1:00 - 2:00 p.m.
UG 16	USPS Test Environments - PostalOne! and USPS Ship	Bi-Weekly Thursday 2:00- 3:00 p.m. EST
TT39	MSSC Service Request Issue Type Menu Choices	TBD
TT40	IMpb Evolution (Linear to 2D)	TBD
TT41	Inaccurate Delivery Events	TBD
TT42	Product Tracking and Reporting (PTR) Modernization	TBD
TT43	Yard Management Modernization	TBD

More Information available on Postal PRO.

MTAC Info:

<https://postalpro.usps.com/mtac>

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Details of User Group & Task Teams:

<https://postalpro.usps.com/node/9674>

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Participate in a UG / TT / WG

<https://postalpro.usps.com/node/14728>

# Customer Experience (CX)

USPS Continues to reposition Customer Experience (CX) as an end-to-end journey that spans mail preparation, processing, transportation, delivery & data visibility.

- Customer expectations are increasing around:
  - Transparency
  - Predictability
  - Accountability
- Data visibility and consistency are critical to maintain trust with mailers and Logistical partners.
- CX improvements are being pursued alongside cost control, not separately
- Expect to see continued changes related to data access, visibility & service expectations



# National Postal Forum (NPF) Update




**PROUD TO PARTNER WITH PCCs**

**YOU DELIVER. WE REWARD. UNLOCK YOUR NPF PERKS!**




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## Agenda:

- Military Export Compliance
- Last Mile Bid Process
- Postmarking
- Mail Re-Imagination

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## Background

Aviation security regulations have been evolving since 2015 with heightened threats. In alignment with these regulations, TSA and CBP have implemented tighter requirements for items conveyed on commercial flights.

## Requirements

- Customs Declarations on all military mail items containing goods
- Corresponding electronic data provisioning to CBP
- Data used by CBP/TSA for their screening and targeting protocols

## Implications

- Non-compliance would prevent us from dispatching such items, requiring us to return them to mailers
- High liability for USPS in the event of aviation incident stemming from one of our packages
  - In recent history there have been incidences of packages catching fires

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## Background Cont'd

- In a renewed push from CBP, TSA and Military Postal Service Agency (MPSA) the USPS initiated the new requirements in updated mail preparation requirements in 2020.

## Actions Taken

- The Trade Policy team updated the DMM with the new requirements and communicated them to the industry
- Due to low compliance:
  - Initiated performance monitoring by mailer and developed dashboard
  - Communicated performance with mailers in coordination with Sales teams
  - Provided direct technical support to non-compliant mailers to modify their platforms and processes
- In 2024, the Export Compliance Steering Committee recommended implementation of enforcement in July 2024
  - PMG deferred decision and directed additional efforts to improve performance – performance was 92.5% at the time
  - Amazon had the highest non-compliance at the time
  - USPS Retail items were also a high contributor
- Performance is at 96.5% as of November 2025 and at the recent Steering Committee meeting, the recommendation was made to commence with enforcement on March 16, 2026
  - Amazon has taken actions to reduce their non-compliance
  - Plan in place to reduce non-compliant items from USPS Retail

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## Next Steps

- Communications campaign through all channels (IMAG, MTAC, Account Management, etc.)
- Communications with MPSA on enforcement timeline
- Testing systems and processes for identifying, interdicting, and returning non-compliant items

## Asks of PMG

- Recommend approving enforcement implementation on March 16, 2026

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## How the Bidding Process Works

- Fill out a form on the [USPS.com®](https://usps.com) website
- A USPS Sales Representative will authorize your business for the bidding portal and assist you through the process
- Sign in to the bidding portal
- Submit your bid through the portal **OR** upload a spreadsheet with your bid information

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## Postmarking Resources



**Postmarks:** If you want to ensure that your mail receives a postmark on the day you mail it, ask a retail associate at a Post Office retail counter to hand-cancel it for free. [Learn more](#)

### Requirements and Standards for Sending Domestic Mail

#### ▼ Postmarking your Mail

##### What is a Postmark?

A postmark is a marking applied by the Postal Service™ to a mailpiece (letter, flat or package). A postmark displays the following:

- The name or location (city and state) of the processing facility or retail unit that applied the postmark
- The date of the first automated processing operation performed on that mailpiece, if the postmark was applied at a processing facility
- The date it was accepted at a retail unit, if the postmark was applied at retail
- Cancellation markings, where necessary, to cancel postage so that it may not be reused, which will typically be seen as lines or bars printed over the postage.

##### How do I get a Postmark?

Postmarks are generally applied by employees at those facilities from the customer.

While we are not changing our postmarking process, we do result in some mailpieces not arriving at our originating processing facilities on the same day that they are mailed. This means that the date on the postmarks applied at our processing facilities will not necessarily match the date on which your mailpiece was collected by a letter carrier, dropped off at a retail location, or placed in a collection box.

The Postal Service does not postmark every piece of mail in the normal course of operations. For example, Marketing Mail, Presort First-Class Mail, and metered mail presented to the Postal Service in trays will bypass originating processing operations, including machine cancellation. While the Postal Service intends to postmark letters and flats that are entered as Single-Piece First-Class Mail and processed on automated cancellation machines, there are circumstances when mail will not receive a postmark, including where a mailpiece is stuck to another mailpiece when it runs through the cancelling machine, or where the machine runs out of ink or smears when applying postmarks.

**Note:** If you wish to have your mail postmarked for the purpose of indicating the exact date it was submitted for mailing, you can go to any USPS retail counter and request a postal employee to manually postmark, or "hand-cancel", up to 50 items for free. If you wish to have more than 50 items hand-cancelled, please contact the local Postmaster or other manager in advance to ensure adequate resources are available to assist.



For more information on postmarks, please see:

- [Postmarking Myths and Facts - Statements - Newsroom - About.usps.com](#)
- Section 608.11 of the Domestic Mail Manual (DMM) entitled "Postmarks and Postal Possession", review the fact sheet included in this kit or DMM 608.11 on Postal Explorer at <https://pe.usps.gov/text/dmm300/608.htm>.
- Official Federal Register filing: <https://www.federalregister.gov/documents/2025/11/24/2025-20740/postmarks-and-postal-possession>

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## Reimagining Mail

### Objective & Scope

#### Objective

**Redesign Mail products, pricing, operational handling, and customer value** to drive mail growth, reduce costs, and strengthen long-term mail relevance.

#### Scope

1. Modernize Mail product portfolio
2. Reduce processing, transportation, and delivery costs
3. Improve customer targeting, measurability, and ROI
4. Strengthen Mail's competitive position vs digital marketing

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## Agenda

- Yard Management Modernization
- FAST
- Peak Update
- Flats in Measurement
- Delivery Opportunities
  - BRM
  - Certified Mail
  - PO Boxes
- Supplier Impacts to Air and Surface Transportation Contracting
- International Mail Clearance

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## Task Team #43: Yard Management Modernization

**Task Team Issue Statement:** This task team provides a forum for industry partners to collaborate with USPS technology and operational leaders to improve industry and USPS experience with Drop Shipments (and Origin Entry). The team will explore technology changes such as GPS tracking and digital communication to support improved operational efficiencies.

### **Desired Results**

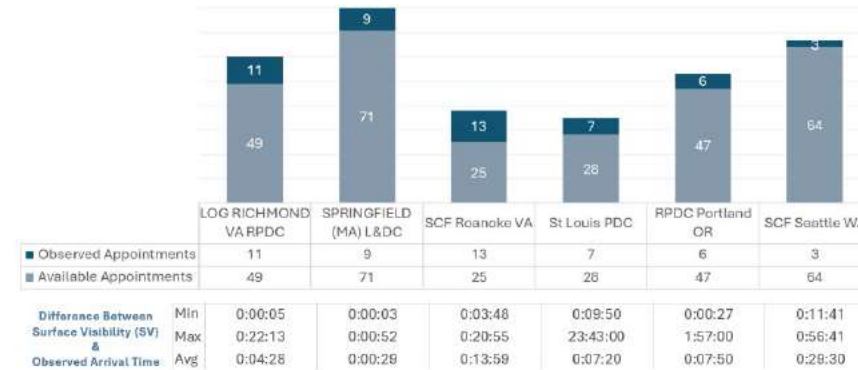
- Identify and recommend mutually beneficial opportunities to reduce the time Drop Ship carriers spend at USPS stop locations.
- Explore opportunities to improve the quality and completeness of Visibility metrics related to wait times and total time at USPS stop locations.
- Regularly review Visibility metrics to track operational improvements (and/or identify problematic Drop locations/times)

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## Task Team #43: Yard Management Modernization

### GPS Tracking “paper” Pilot

- 18-NOV-2025 to 20-NOV-2025
- Manually observed Appointments at 6 USPS locations
  - Springfield LDC and NDC
  - Richmond VA RPDC
  - SCF Roanoke VA
  - SCF St Louis MO
  - Portland OR RPDC
  - SCF Seattle WA
- Augmented with GPS tracking data from 4 Industry Partners
  - ALG
  - King
  - Mystic
  - NPL

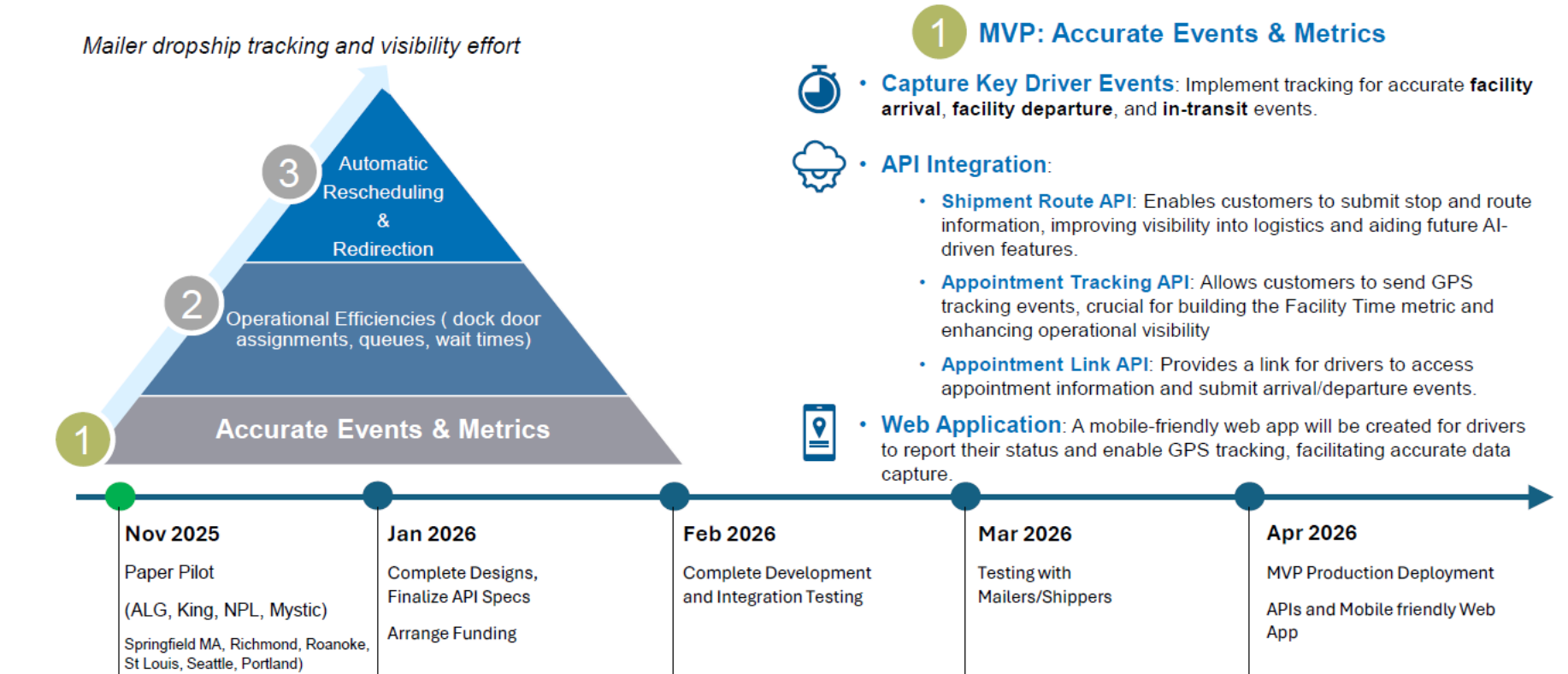


- Take-aways:
- Arrival profiles consistent with current National metrics
  - National: 23% On-Time; 36% Too-Early; 41% Late
  - Pilot: 25% On-Time; 42% Too-Early; 33% Late
- Almost all Arrivals began Unload within 20min of Arrival
- Drop ship operations/practices vary significantly from Site to Site
- GPS Tracking proved useful but not currently able to drive operational decisions
- Confirmed need to increase accuracy of Arrival and Wait Time metrics

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# Task Team 43 Yard Management Modernization

## Task Team #43: Yard Management Modernization



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## Product Acceptance Council Initiative Updates

		Status Updates
<b>FAST roles</b>	<ul style="list-style-type: none"> <li>• Manager Processing Solutions are the local FAST coordinators</li> </ul>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>Appointment slots</b>	<ul style="list-style-type: none"> <li>• Appointment slots are now rolling 1-hour appointments with a 15-min grace on either side</li> </ul>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>Check-in process</b>	<ul style="list-style-type: none"> <li>• Develop accurate check-in system</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Check-in solution being developed by CIO Yard Management team</b></li> </ul>
<b>Exception protocols</b>	<ul style="list-style-type: none"> <li>• Early arrival not permitted</li> <li>• Late arrivals unloaded when staff and dock space allows</li> <li>• Appointments required for all drop-shipment and package loads</li> </ul>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>Help Desk</b>	<ul style="list-style-type: none"> <li>• FAST HelpDesk first point of contact for customer issues</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Onboarding 8 additional agents and expanding business hours 5am-11pm CT Mon-Sat</b></li> <li>• <b>Will announce when date determined for change of hours</b></li> </ul>

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## Peak Performance

### Volume

- More than **16 billion** mail items and packages.

### Speed

- **Delivered within 2.5 days** on average, compared to **2.8 days** during the same period last year (Nov. 15 – Jan. 9).

### On-Time Performance

- Improved on-time performance across **First Class Mail Single Piece, First Class Mail Presort, Marketing Mail, Periodicals, and Packages.**

### Customer Experience

- **23 percent reduction in calls.**
- **44 percent decline in package-related customer service inquiries.**
- **Increased satisfaction of 14 percent.**

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## Ops Integration and Performance Excellence Peak Review

### Wins:

- RTH Improvement
- Primary Operations / Flows
- FCM performance compared to the SPLY
- RPDCs, including below key transformation regions
  - Atlanta
  - Charlotte
  - Houston
  - Greensboro
  - Phoenix
  - Portland
  - Denver
  - Jacksonville
  - Memphis

### Progress:

- Severe Delays
- First interaction – pickups, drop-offs, communication, etc.
- Select key transformation regions
  - Indianapolis
  - Richmond
- Regions needing capacity relief
  - Southern California
  - Louisiana

### Needs improvement:

- Scanning
- NMOs
- Originating bundles in Detroit and Wisconsin
- Select key transformation regions
  - Chicago campus
  - St. Louis / Kansas City
- Regions needing capacity relief
  - Louisville
  - Omaha
- Entry points from international markets

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## Peak 2025 Recap

### What Went Well?

- Pallet shortages were reduced to nearly zero
- Industry and the Postal Service communicated well when shortages did appear
- When equipment was shorted (EMM and Flat Tubs) the delays were addressed as quickly as possible

### Where Can We Improve?

- EMM tray inventory was not at necessary levels for the increased use over SPLY
- Flat Tub use was significantly more than SPLY and inventory was not at adequate levels

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## Project Charter

### Scope

- Evaluate Flat Scan measurement data from internal and external tracking systems
- Identify trends and discrepancies (e.g., sites with 90% vs. 0% scan performance)
- Identify mailer compliance with Flat and Bundle prep requirements
- Document and share best practices from high-performing sites
- Develop recommendations for broader implementation and process stabilization

### Deliverables

- List of sites by performance tier (high, medium, low)
- Summary of key drivers behind performance variation
- Best practices guide from top-performing sites
- Recommended actions for improvement and ongoing monitoring cadence
- Mail piece design recommendations

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# Flats Measurement/Scanning

## Mailer Data

- High scan rate and high volume: Anaheim
- Top Opportunity site: Pennwood Place & Philadelphia

Facility	Pieces	Initial Scans	Initial Scan %
WESTVALLEY	438183	361288	82%
SPRINGFIELD LDC	420490	303561	72%
DENVER	414890	343127	83%
LOS ANGELES	412032	330970	80%
SAINT LOUIS METRO ANNEX	384521	268459	70%
FORT MYERS	331467	220071	66%
SACRAMENTO	318945	231628	73%
PENNWOOD PLACE	311418	192790	62%
KANSAS CITY	300325	252562	84%
PORTLAND	296775	240092	81%
MICHIGAN METROPLEX	289440	234198	81%
PHILADELPHIA	280908	71747	26%
SEMINOLE	275728	232536	84%
HARRISBURG	274765	239588	87%
RICHMOND	273613	202831	74%
MILWAUKEE WI ANNEX	272755	235311	86%
MINNEAPOLIS	265265	166672	63%
NORTHWEST ROCHESTER	259400	222163	86%
DOMINICK V DANIELS	254315	175462	69%
NORTH HOUSTON	249220	154445	62%
SEATTLE	244426	186482	76%
ANAHEIM	243510	222698	91%
CLEVELAND	243490	187542	77%

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## Business Reply Mail (BRM) – MTAC Issues

### Mailer Concern

- Inconsistencies in daily processing and delivery of BRM

### Current Status

- Worked with the local team in the identified area of concerns and have rectified the issue
- Currently 90.55% of CRDO clerk BRM training is in compliance based on office size and staffing

### Next Steps

- Reissue VP letter on BRM training requirements
- Finalize training for remaining 8.54% that are in progress
- Continue to work with expediting the ~1% of newly onboarded employees required to take the training

## Certified Mail – MTAC Issues

### Mailer Concern

- Missing scan data for certified mail and process for signing certified return receipt

### Current Status

- Worked with the local team in the identified area of concerns and have rectified the issue
- Reissue Standard Work Instructions to the concerned sites
- Validate certified mail destined for caller/reserve boxes at delivery units and plants are being separated from delivery point sequence and sorted to a separate letter tray or flat tub

### Next Steps

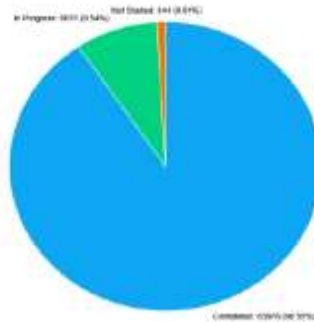
- Reissue VP letter on Certified Mail Acceptance for Retail, Collection, and Plant Processing
- National reissue and certification of standard work instructions for certified mail

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## BRM Training Requirements

- 64K employees trained
- 6K in progress
- 644 not started

Training Exception and Completion Report



### Training Requirements:

- Post Offices, Stations and Branches:
- Level 18, 19 and 20 ALL clerks trained
- Level 21 Minimum of 3 clerks trained
- Level 22 Minimum of 4 clerks trained
- Level 24 Minimum of 5 clerks trained
- Level 26 and Level 1 Minimum of 6 clerks trained

## PO Box – Commercial POB ID update

### Summary

- Commercial Mailers would like to open PO Boxes across the nation with new/improved in-person ID verification, as they are a known customer to the Postal Service.

### Solution

- USPS will create a new "Add a Delegate" functionality in the online 1093-PO Box Application (EPOBOL) process
  - The Business Owner must provide the exact name and email address for the delegate for the Postal Service to authenticate delegate's identity
- This new field will be added to the PS Form 1093 for online PO Box rentals only when marked as "Business"
  - To ensure security, the existing 2-forms of ID verification will be required at Retail for the delegate listed on the 1093 application
  - The delegate will be able to collect TWO keys for the PO Box at their assigned local Post Office
  - Additional keys may be ordered, if needed for extra fees. They must pay for it at the Retail counter

### Next Steps

- Deployment, training and communication (external/internal) – Spring 2026

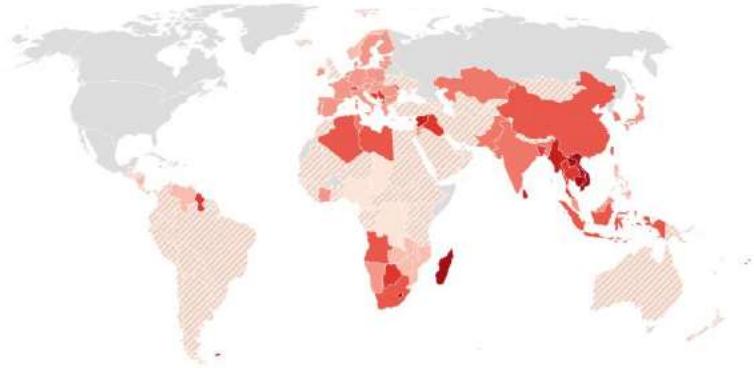
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## Question

- Have the recently imposed tariffs impacted the international clearance requirements? Have there been delays for items bound for U.S. delivery points?

## Response

- The physical [postal] customs clearance process has not changed. Foreign Postal Operators have to use a “Qualified Party” to file entries for inbound items, including collecting and remitting the duties. This is a new process to comply with the Executive Order and, appears to be working well.
- In terms of service impacts, we have not had any reports on delays in the customs clearance process.



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## New Promotion and Informed Delivery Campaign APIs

### Informed Delivery Mail & Package Campaign APIs

- New APIs include simplified request/response models in JSON format were made available November 5, 2025
- Technical documentation with API schema and Oauth2 authentication details is publicly available on the USPS Developer Portal under “Informed Delivery Mail Campaigns” and “Informed Delivery Package Campaigns”
- To gain access to the ID APIs, mailers and shippers will need to undergo an onboarding process with the Informed Delivery Program Office.
- Mailers and shippers will need to receive Mailer Campaign Portal or Shipper Campaign Portal access for their CRID
- Web Tools retires on January 25, 2026 – at this point, the Informed Delivery Campaign APIs will only be available externally via USPS APIs

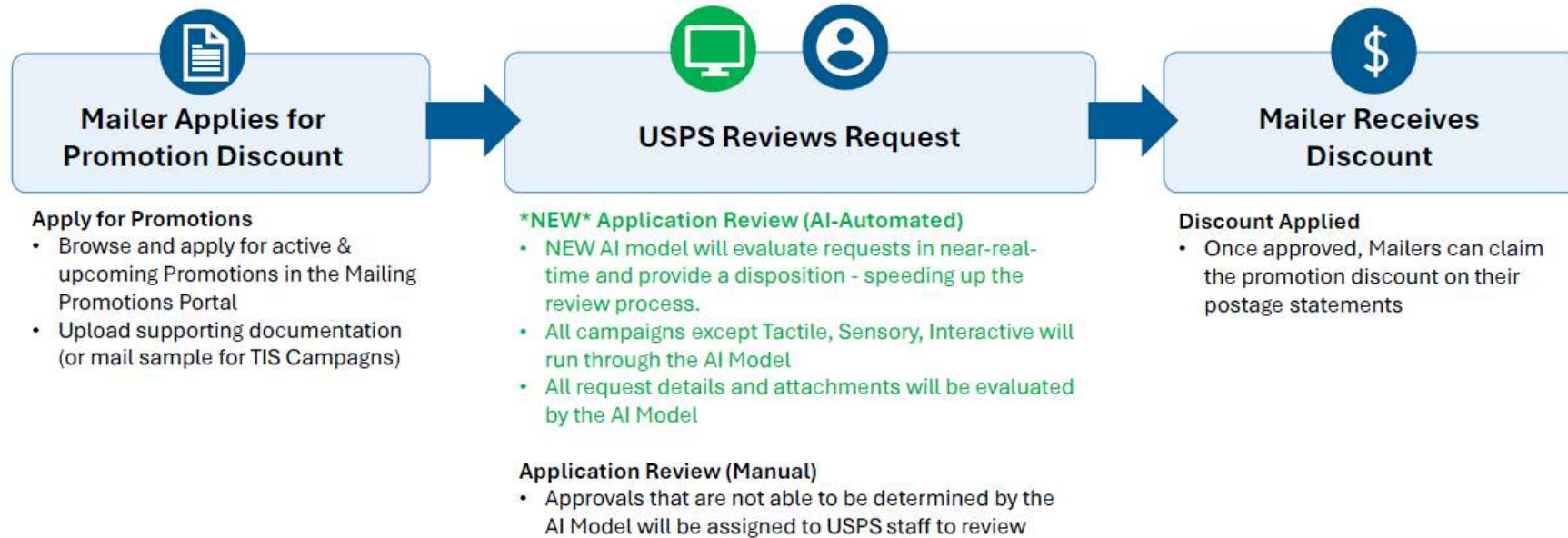
### Promotions API

- New API to submit a Mailing Promotions Preapproval Request for any of the currently active Promotions will go live on February 11<sup>th</sup>, 2026
- Technical documentation with Oauth2 authentication details is publicly available on the USPS Developer Portal
- Customers will work with USPS Customer Acceptance Team to obtain access to the API



## Mailing Promotions Improvements

After January we will start leveraging AI models to evaluate requests from Mailers to determine if their pieces qualify for Promotions. This new approach will allow us to speed up the review and approval process for participants.



66,000+ Promotion Requests  
in FY25

Potential to save 11,000+  
work hours of Reviews

Machine Learning Model will  
improve results over time

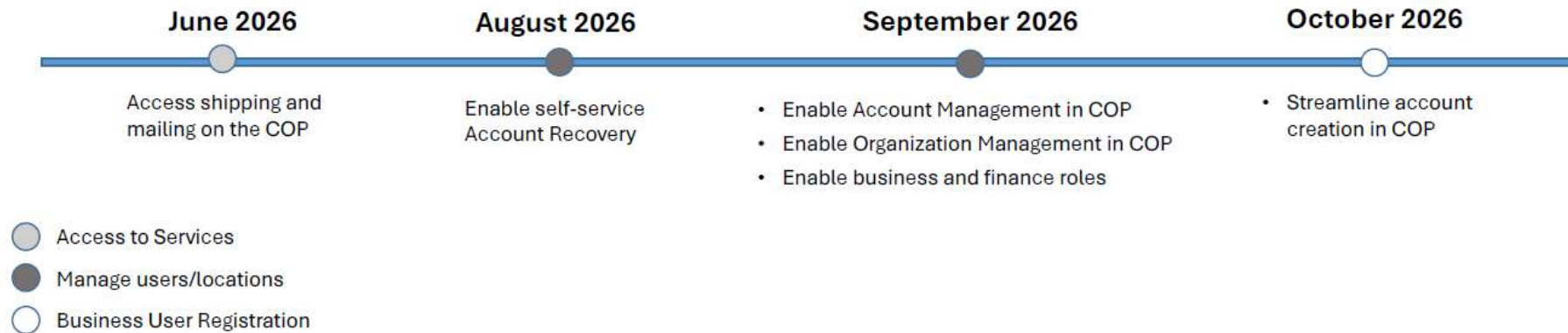
## BCG Transition to the Business Portal

### Current User Experience

- Service Based - BCG users access 72 disjointed services and unrelated links to ship and mail through a patchwork of postal sites.
- Mailing and other services must be requested and approved through the BCG
- Users can onboard through the Business Portal to ship and for reporting.

### New User Experience

- Role-based user access to automatically grant access to ship and mail with a guided onboarding flow, tailored to a user
- Intuitive navigation focused on mailing and shipping functions
- Centralized access to account management, organization management, dashboards, mailing and shipping functionality



## 2025 Mail Growth Incentives

**MGI 2025 performance period is over! Over 600 mail owners earned postage credits.**  
Results were very similar to MGI 2024

User Engagement Measures		MGI 2024 vs MGI 2025		
		Total	First-Class Mail	Marketing Mail
	Registrations	<b>1333 / 1464</b>	<b>446 / 480</b>	<b>887 / 984</b>
	Volume Registered	<b>37.2B / 38.2B</b>	<b>11.7B / 11.6B</b>	<b>25.5B / 26.6B</b>
	Total Postage Credits Earned*	<b>\$521M / \$480M+</b>	<b>\$158M / \$109M+</b>	<b>\$362M / \$370M+</b>
	New Mailpieces Generated*	<b>5.4B / 5.1B</b>	<b>1.0B / 707M</b>	<b>4.4B / 4.4B</b>

## 2026 Mail Growth Incentives

MGI 2026 Will be the same as previous years - With a few refinements

**Baseline Period:** January 2025-December 2025

**Registration Period:** March 2026 – May 30, 2026











- **Auto-Resubmission** for those registered in MGI25
- New pick-lists to identify discussion topics
- Streamlined question handling process

**Incentive Performance Period:** January 2026 – December 2026

**30%**  
Postage  
Credit

- Mailers will still receive a **postage credit** for qualifying volume in excess of 1M pieces or CY25 baseline volume – whichever is higher
- Earned **postage credits will be issued quarterly** after: June, September, and December 2026

Find more information on the promotion process, eligibility, and requirements on [Postal Pro!](#)

2026 PROMOTIONS CALENDAR													
PROMOTIONS	2025	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
<b>INTEGRATED TECHNOLOGY</b> 5% Discount Marketing Mail   First Class Mail	 <b>NOV 15, 2025</b> <span style="float: right;"><b>DEC 31</b></span>												
	 <b>PICK YOUR START DATE FOR 6 CONSECUTIVE MONTHS</b> <span style="float: right;"><b>DEC 31</b></span>												
<b>TACTILE, SENSORY &amp; INTERACTIVE</b> 5% Discount Marketing Mail   First Class Mail	 <b>OCT 15, 2025</b> <span style="float: right;"><b>JUN 30</b></span>												
	 <b>JAN 1</b> <span style="float: right;"><b>JUN 30</b></span>												
<b>CONTINUOUS CONTACT</b> 5% Discount Marketing Mail	 <b>FEB 15</b> <span style="float: right;"><b>DEC 31</b></span>												
	 <b>APR 1</b> <span style="float: right;"><b>DEC 31</b></span>												
<b>FIRST-CLASS MAIL ADVERTISING</b> 5% Discount First Class Mail	 <b>JUL 15</b> <span style="float: right;"><b>DEC 31</b></span>												
	 <b>SEPT 1</b> <span style="float: right;"><b>DEC 31</b></span>												
<b>CATALOG INSIGHTS</b> 10% Discount Marketing Mail	 <b>AUG 15, 2025</b> <span style="float: right;"><b>JUN 30</b></span>												
	 <b>OCT 1, 2025</b> <span style="float: right;"><b>JUN 30</b></span>												
<b>Add-on &amp; Upgrade   Additional discount to base/primary promotion all year long</b>													
<b>INFORMED DELIVERY</b>	+	<b>1% to mailer</b> + <b>0.5% credit to eDoc submitter</b>											
<b>SUSTAINABILITY</b>	+	<b>1%</b>											

## Secure Destruction

Mail volume has continued to grow with over 188M pieces in FY25



*Twelve consecutive fiscal years of normalized continuous growth.*

# Pricing Update – Future Rate Authority

## Future Rate Authority Estimates With Current Regulations

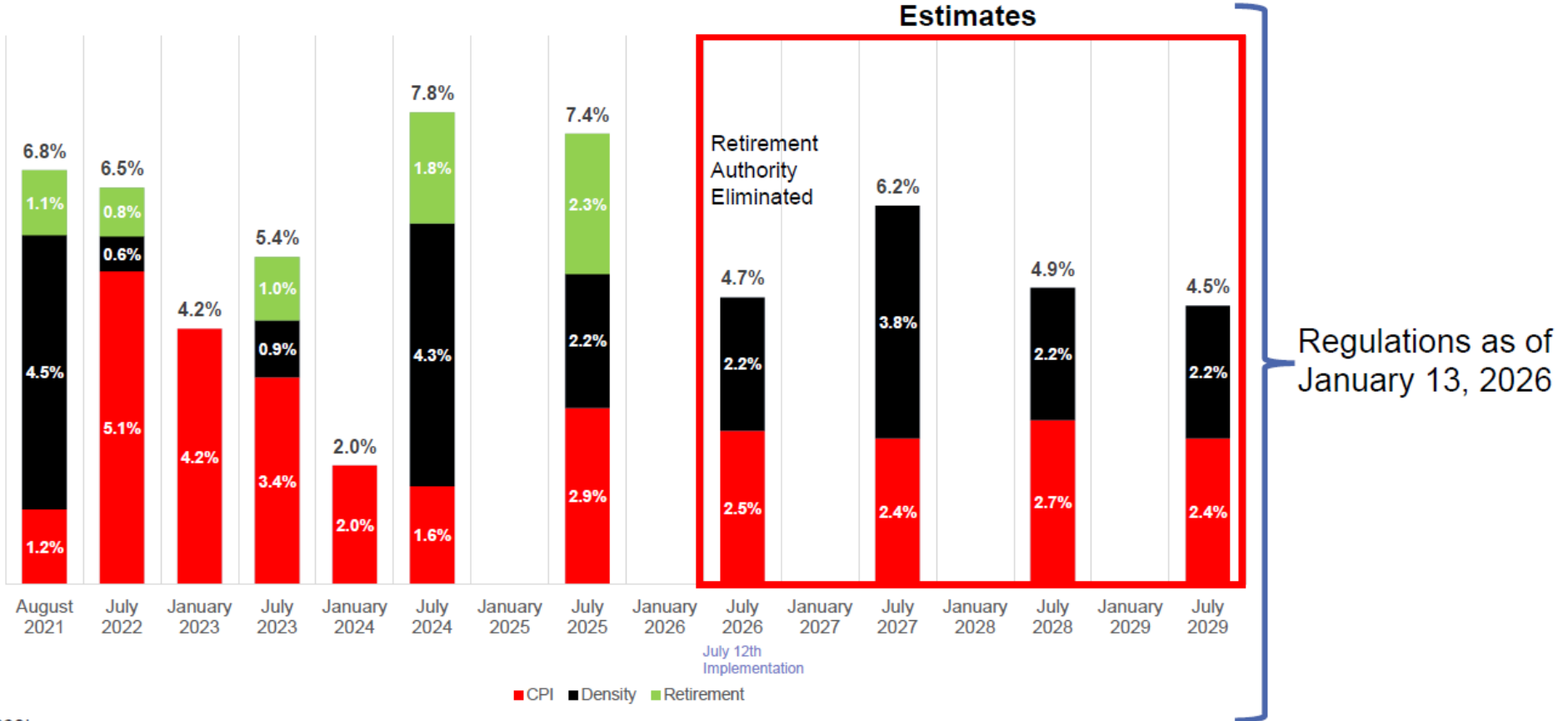
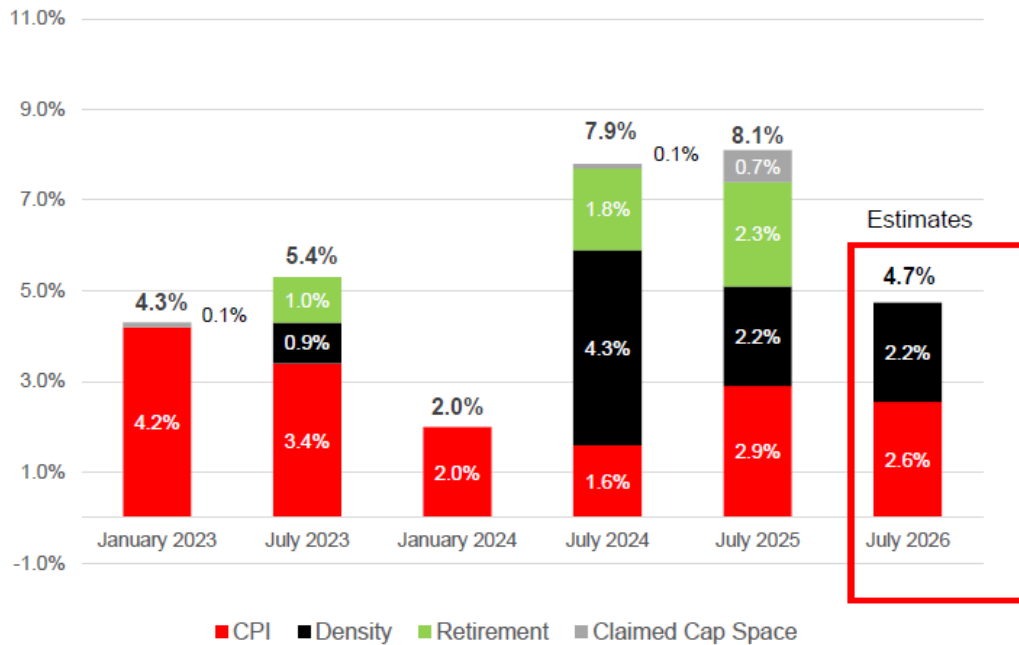


Chart Estimate Sources:  
 CPI: S&P Global Market Intelligence (formerly IHS Markit)  
 Density updated Jan 2026

## Effective Cap Space History and Forward Guidance

First-Class Mail Claimed Cap Space



Marketing Mail Claimed Cap Space

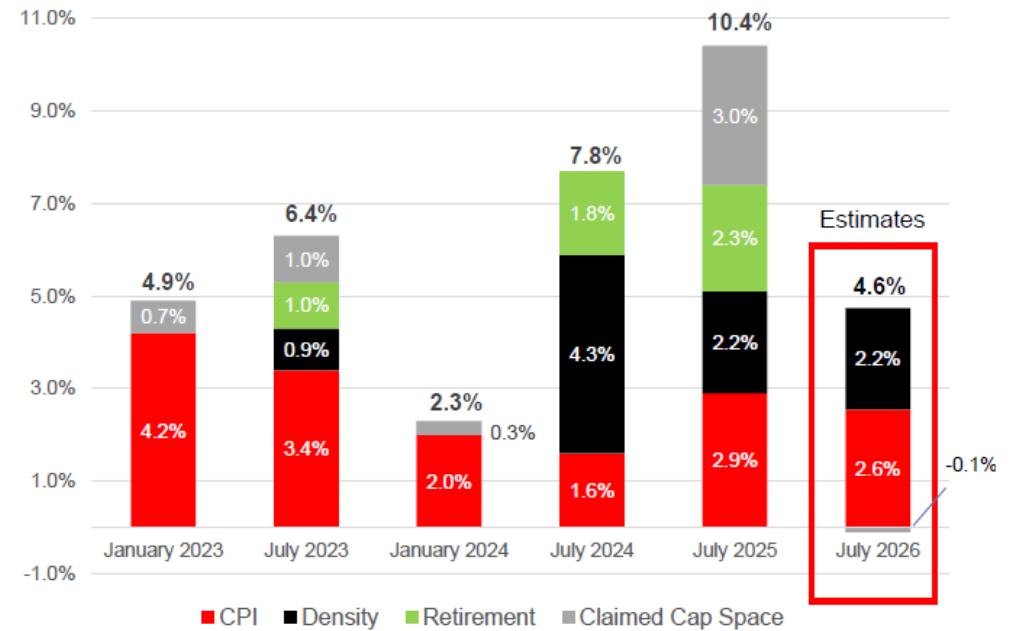


Chart Estimate Source:

CPI: S&P Global Market Intelligence (formerly IHS Markit)

Claimed Cap Space: Estimated effect from 2025 Mail Growth Incentive Program as of December 2025

## UAA Statistics: Industry Alert

*United States Postal Service®*

# INDUSTRY ALERT

October 17, 2025

## Revised Undeliverable-As-Addressed (UAA) Mail Study Data for FY 2023 and FY 2024

The Undeliverable-As-Addressed (UAA) Data Tables located on Postal Pro have been revised and reposted for FY 2023 and FY 2024 to reflect better data inputs.

For questions, please contact John P. Kelley, Director, Cost Attribution at 202.268.2043 (office) or 703.405.7260 (cell).

## FY2025 Undeliverable-As-Addressed (UAA) Cost and Volume Analysis

USPS has released the FY2025 UAA costs and volume analysis:

[Undeliverable-as-Addressed \(UAA\) Mail Roll-Up 1998-2025 | PostalPro](#)

**3.64%**  
Overall decrease in UAA %  
from 3.76% in FY24

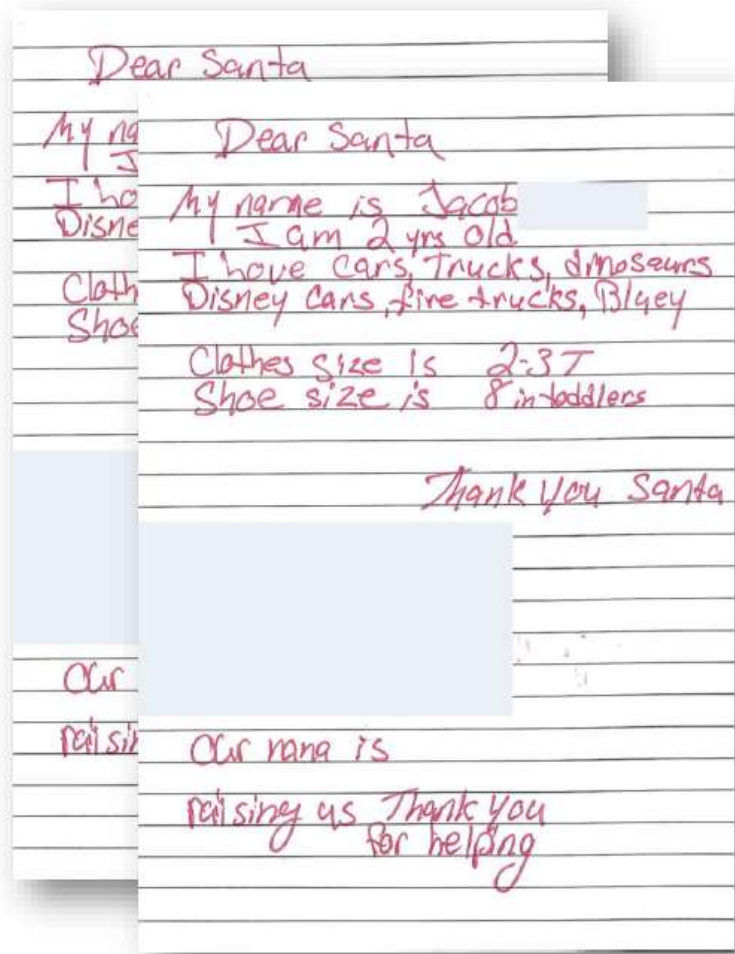
**2.12%**  
Wasted UAA Percentage  
increased from 2.09% due  
to more customers  
migrating to Secure  
Destruction

		UAA SPLY Comparison					
		FY24			FY25		
		Cost (000)	Volume (000)	Unit Cost	Cost (000)	Volume (000)	Unit Cost
Mail Volumes			112,456,225			108,694,816	
Total UAA		\$ 961,478	4,224,640	\$ 0.23	\$ 860,897	3,959,447	\$ 0.22
% Mail			3.76%			3.64%	
Forwarded		\$ 165,538	483,439	\$ 0.34	\$ 143,323	429,022	\$ 0.33
% Mail			0.43%			0.39%	
Returned to Sender		\$ 578,201	1,387,809	\$ 0.42	\$ 505,935	1,231,349	\$ 0.41
% Mail			1.23%			1.13%	
Wasted		\$ 217,739	2,353,392	\$ 0.09	\$ 211,639	2,299,076	\$ 0.09
% Mail			2.09%			2.12%	

## UAA Statistics: Trends


	First-Class					Marketing*				Other				USPS	
	Forwarded		Not Delivered			Forwarded		Not Delivered		Forwarded		Not Delivered		Additional	
	Volume**	% Mailed	Volume**	% Mailed	% As Waste	Volume**	% Mailed	Volume**	% Mailed	Volume**	% Mailed	Volume**	% Mailed	Costs (000)	
FY2014	927,991	1.44%	1,450,121	2.25%	4.60%	22,905	0.028%	4,010,686	4.99%	59,629	0.57%	143,965	1.37%	\$ 1,252,747	
FY2015	921,637	1.46%	1,471,100	2.32%	6.36%	17,260	0.022%	3,867,789	4.83%	54,777	0.51%	144,435	1.34%	\$ 1,263,066	
FY2016	902,159	1.45%	1,448,971	2.33%	7.11%	17,347	0.021%	4,266,698	5.27%	47,759	0.43%	144,753	1.30%	\$ 1,283,947	
FY2017	821,573	1.38%	1,332,687	2.23%	7.61%	15,221	0.019%	3,808,619	4.86%	46,984	0.41%	137,312	1.21%	\$ 1,205,883	
FY2018	785,161	1.37%	1,333,267	2.32%	9.48%	15,431	0.020%	3,601,358	4.66%	43,665	0.38%	135,701	1.17%	\$ 1,210,950	
FY2019	792,594	1.42%	1,474,229	2.65%	11.51%	15,507	0.020%	3,592,824	4.75%	40,998	0.36%	141,523	1.26%	\$ 1,264,912	
FY2020	733,792	1.39%	1,492,831	2.82%	16.43%	13,481	0.021%	2,891,769	4.51%	36,000	0.30%	127,163	1.05%	\$ 1,323,816	
FY2021	773,344	1.52%	1,497,335	2.94%	14.38%	13,196	0.020%	3,154,070	4.76%	32,821	0.28%	119,332	1.02%	\$ 1,389,167	
FY2022	734,948	1.50%	1,517,152	3.09%	15.75%	11,597	0.017%	3,145,314	4.69%	28,265	0.26%	117,487	1.06%	\$ 1,361,719	
FY2023	556,802	1.21%	1,565,064	3.39%	16.33%	9,126	0.015%	2,144,145	3.61%	18,337	0.17%	91,239	0.86%	\$ 908,596	
FY2024	461,153	1.04%	1,635,203	3.68%	18.96%	7,512	0.013%	2,011,777	3.50%	14,774	0.14%	94,221	0.90%	\$ 961,478	
FY2025	410,549	0.97%	1,485,009	3.52%	20.79%	5,849	0.010%	1,961,510	3.46%	12,624	0.13%	83,906	0.86%	\$ 860,897	
			Best 4 Years - with the best year in <b>Bold</b>												
			Middle 4 Years												
			Worst 4 Years - with worst year in <b>Bold</b>												

## Label Broker Supports Operation Santa



Jacob's ID#  
Family's 2249696  
Letters

USPS LABEL BROKER GROUP ID



@7PN9ARTR

For Retail use only:  
Label Broker ID:  
@7PN9ARTR

Have this QR Code<sup>®</sup> ready on your phone when you come in.



Santa has confirmed that your gift has arrived. Imagine the joy of receiving a delivery straight from the North Pole!

You've taken part in something truly special. We can't thank you enough for making someone's holiday wish come true.



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## USPS Virtual Agent

- USPS is considering a virtual agent to improve how new and existing Mailers integrate with USPS
  - What are capabilities you would like to have?



- Please send all ideas to [tech@usps.gov](mailto:tech@usps.gov)



*Thank  
you!*