

August 26, 2026

OFFICERS

SUBJECT: Chief Retail & Delivery PCC Board Support Role

The Postal Service is committed to strengthening partnerships with our customers and ensuring that the voices of our Retail and Delivery leaders are represented in the communities we serve. To support this commitment, we are pleased to announce an important enhancement to the leadership structure of our Postal Customer Councils (PCCs).

Effective immediately, each PCC Board will include a new Postal Vice Chair position. This role provides local postmasters (or other comparable position) with the opportunity to serve as active members of the PCC Board, bringing valuable operational knowledge and local customer insights to board discussions and initiatives.

The Postal Vice Chair will work alongside existing PCC leadership to support board activities, foster collaboration, and strengthen engagement between the Postal Service and the business community. Their participation will help ensure retail & delivery operations are well represented while advancing the PCC mission of building strong customer relationships and promoting Postal Service products and services.

We encourage all employees to support this initiative and continue working together to make our PCCs vibrant, effective forums for customer engagement and business growth.

Thank you for your continued dedication to serving the customers and strengthening their relationship with the Postal Service.

E-SIGNED by Steven Monteith
on 2026-08-26 13:19:40 EDT

Steven W. Monteith
Chief Customer & Marketing Officer

E-SIGNED by ELVIN MERCADO
on 2026-08-26 13:27:14 EDT

Elvin Mercado
Chief Retail & Delivery Officer