

FACT SHEET

Expanded Access and Products

“Ensuring a Viable Postal Service for America,” the Postal Service action plan for the next decade, describes a flexible, agile Postal Service that can adapt to America’s changing mailing habits and preferences. The Postal Service understands that to best serve the American people in 2020 and beyond, it must be leaner and more able to quickly respond to customer mailing and shipping needs.

Don’t look at the Postal Service and see only brick and mortar Post Offices. Look online at *usps.com*. Look at mobile devices. Look for Postal Service products at other retail outlets, grocery stores and pharmacies. Look for letter carriers to pick up packages at homes and offices. The Postal Service of the future will be different, but it will continue to drive commerce, serve communities and deliver value.

- Complete development of a world-class website that provides state-of-the-art technology, interactive communications tools, easier navigation and additional products and services to create the best consumer experience on the market.
- Expand existing applications on mobile devices for customer convenience and 24/7 access.
- Continue to modernize customer access by providing services at locations more convenient to customers — grocery stores, pharmacy, retail centers, office supply stores.
- Double the number of self-service kiosks, using the Postal Service’s own Automated Postal Centers and new, innovative technologies through partnerships with private companies. Place kiosks in retail stores and popular consumer sites to increase convenience and expand access.
- Expand the number of places customers can access products and services beyond the 50,000 that exist today through partnerships.
- Complete current market tests with private companies to increase the availability of shipping and package services at retail centers and office supply stores popular with small business owners.
- Minimize costs by reducing redundant retail facilities to reflect customer behavior that is shifting away from visiting local Post Offices.
- Add a suite of hybrid mail products to better meet the changing needs of its customers that combines trusted and secure Postal Service addressing and delivery — whether in physical or electronic form.
- Continue to market and expand Priority Mail Flat Rate Box offerings, Parcel Select and Parcel Return services that provide a strong consumer and business suite of services.
- Establish a strong presence and large market share in the rapidly growing area of shipping recycled electronics and small appliances through the mail. Create new opportunities and pricing incentives to grow volume while retaining a fair return for First-Class Mail offerings.
- Secure flexibility in setting prices for all mailing products (Market Dominant) to ensure prices can be based on associated costs and demand for individual products, rather than capping each class of mail at the rate of inflation.
- Make the necessary legislative and regulatory changes to create the flexibility to introduce new products that reflect changing customer needs, generate needed revenue and allow the Postal Service to compete more aggressively and fairly in the marketplace.