

## **Proposed network optimization and service standard changes** (Announced Sept. 15, 2011)

### **FAQs for mailers by mailers**

#### 1. What is happening?

On Sept. 15, the Postal Service announced a national Area Mail Processing (AMP) study initiative to determine if there are opportunities to increase efficiency and improve productivity.

#### 2. Why is this happening?

We have to match our resources to the volume of mail we have to process. To that end, the Postal Service is conducting Area Mail Processing (AMP) studies to evaluate the consolidation of mail processing operations.

We recognize the significant employee and community concerns associated with any potential change in postal operations. As we undertake these AMP studies, you can be assured we will seek the public's input and give full consideration to any concerns before making a decision.

#### 3. When will the AMP study be completed?

The time after an AMP study is announced until the time a decision is made is typically about five (5) months. Public input will be solicited and reviewed before any final decision is made at USPS headquarters. When a decision is made on each AMP proposal — either it will be approved for implementation, or deemed not feasible — the affected community will be notified.

#### 4. Could this affect mail service to customers?

At this time, the Postal Service is conducting feasibility studies; decisions will be made after the studies are completed. Providing a high level of service to our customers is a priority for the Postal Service, and we intend to continue to provide our customers the high level of service they have come to expect.

#### 5. Where can I locate more information about what is happening?

The list of facilities being studied is available at: <http://about.usps.com/news/facility-studies/welcome.htm>. FAQs and additional information will also be available on this website. Comments on the AMP studies, and related to the Advance Notice of Proposed Rulemaking on our proposal to revise service standards for First-Class Mail, Periodicals, and Standard Mail, can be sent to [IndustryFeedback@usps.gov](mailto:IndustryFeedback@usps.gov).