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Acting Postmaster General Doug Tulino welcomed National Postal Forum attendees Monday morning during a keynote address

Acting Postmaster General Doug Tulino Delivers Keynote Address at 2025 National Postal Forum

NASHVILLE, TN — In a keynote address at the National Postal Forum, Acting Postmaster General Doug Tulino and key executives spoke to more than 5,000 mailing and shipping professionals about the U.S. Postal Service's progress in advancing its transformation and modernization strategies, improving service performance, the evolution of its products and services, and its 250-year legacy of supporting American commerce and communities.

"It is the mission of the Postal Service to bind the nation together and to meet America's continually evolving mailing and shipping needs," said Tulino. "The mission hasn't changed, but we must continually renew and reinvent the institution to best serve that mission. That is exactly what we are doing today — and it's exciting."

Commenting on the 10-year transformation strategy begun in 2021 Tulino said, "After 44 years with the Postal Service, I can confidently say that the past four years have brought the most significant and necessary changes in our organization's history. This transformation is about building a Postal Service that is more efficient, more capable, and more competitive for the future."

Referring to the enduring legacy of the Postal Service Tulino said, "We have reached an important milestone this year: our 250th anniversary. The Postal Service, and this industry, plays an incredibly important role in the economy, in society, and in the lives of every American. I am very optimistic about the prospects of this great institution." The Postal Service is commemorating its 250th Anniversary on July 26, 2025.

The keynote highlighted the Postal Service's sweeping operational overhaul, from modernizing its network, infrastructure, and technology to launching new, market-driven products like USPS Ground Advantage and Priority Mail Next Day. Major topics included:

- On-time service performance improvement efforts;
- The Increasing efficiency of the Postal Service middle-mile processing and logistics network;
- The business strategies driving the market share gains in the package delivery business;
- Sales initiatives resulting in the rapid expansion of Negotiated Service Agreements with shippers; and
- The Mail Growth Incentive and mail promotions that are spurring mail volume and delivering greater value for participating mailers.

Other presenters in the keynote session included Dr. Joshua Colin, Chief Performance Officer; Greg White Executive Director, Operations Integration and Performance Excellence; Steve Monteith, Chief Customer and Marketing Officer; Juan Nadal, Vice President Strategic Sales; and Margaret Pepe, Executive Director, Product Solutions.

The National Postal Forum brings together thousands of businesses, mailing industry leaders, and technology providers, to collaborate on solutions that support innovation, efficiency, and commercial growth across the mailing and shipping ecosystem.

The National Postal Forum is being held through Wednesday, April 30, 2025. For more information on the Postal Service's remarkable progress under its ambitious 10-year investment strategy, please visit <https://about.usps.com>.

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Please Note: The United States Postal Service is an independent federal establishment, mandated to be self-financing and to serve every American community through the affordable, reliable and secure delivery of mail and packages to 169 million addresses six and often seven days a week. Overseen by a bipartisan Board of Governors, the Postal Service is implementing a 10-year transformation plan, [Delivering for America](#), to modernize the postal network, restore long-term financial sustainability, dramatically improve service across all mail and shipping categories, and maintain the organization as one of America's most valued and trusted brands.

The Postal Service generally receives no tax dollars for operating expenses and relies on the sale of postage, products and services to fund its operations.

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