

SUPPLY MANAGEMENT

USPS | Re:Supply

NEWSLETTER



Mark A. Guilfoil

Vice President, Supply Management

ISSUE 50 | JANUARY 2026

To: Postal Service Suppliers and Prospective Suppliers

This newsletter is provided to inform you of important topics and initiatives within Supply Management and the Postal Service's supply chain. You are receiving this communication as a current supplier supporting our operations, or as a firm who has registered your interest to do business with the Postal Service, or your email address is on file with us from prior performance under a past contract. Please share this newsletter with your colleagues within your company.

SPECIAL EDITION: 2026 NATIONAL POSTAL FORUM



The **2026 National Postal Forum (NPF)** is right around the corner, and **Supply Management** is gearing up to deliver a powerful supplier agenda at one of the most influential events in the mailing and shipping industry. The NPF this year is being held at the **Phoenix Convention Center, Phoenix, AZ** from **May 3–6, 2026**. The NPF offers an unmatched platform for **cutting-edge education, strategic collaboration, meaningful engagement, and high-value networking**.

This year, Supply Management is again bringing impactful sessions to NPF with a lineup of must-attend events designed to inform, connect, and inspire our supplier community. Please plan to join us at NPF and utilize the exclusive Supplier discount of **10% off** either a **4-Day full registration** or a **Monday/Tuesday-Only Pass**. Enter discount code **SUPPLIER2026** in the “Other” discount field during registration.

At the upcoming NPF, Supply Management will be hosting the following events you won't want to miss:

Officer-Led Session: Presented by Mark A. Guilfoil, Vice President of Supply Management

This executive-level session will spotlight Supply Management's strategic vision, priorities, and approach to driving excellence across the USPS supply chain.

2025 Supplier Performance Awards Ceremony

Celebrate outstanding supplier achievements and recognize excellence, innovation, and performance across the USPS supplier community. This session is open to all NPF attendees.

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2026 NATIONAL POSTAL FORUM, Supply Management Highlights, *CONTINUED*

Supply Management Educational Workshops

Gain practical insights focused on sourcing, supplier relationship management, policies, processes, and best practices to help suppliers succeed in doing business with the USPS. Supply Management is offering the following two workshop sessions that we encourage you to attend:

Asset Management - Providing Excellence in Supporting Postal Operations: Presented by Tamie Hollar, Senior Director, Asset Management

The Asset Management organization plays a pivotal role in ensuring availability of mission-critical products, services, and support activities to every organization and employee within the USPS. Attendees will learn more about these core functions including key operations of the: Topeka Material Distribution Center, National Materials Customer Service, National Printing Center, and Mail Recovery Center.

Delivering the USPS Mission Through Commercial Products & Services: Presented by Bridget Rice, Senior Director, Commercial Products & Services Portfolio

This session will offer a high-level overview of the CP&S Portfolio and how these services support the Postal Service's mission. Attendees will gain insight into current and upcoming procurement initiatives along with key supplier expectations related to performance, collaboration, and innovation. The session will also highlight how CP&S partners with suppliers to advance USPS sustainability objectives and deliver measurable mission outcomes .

"Let's Do Business" Booth – Exhibit Hall

Visit the Supply Management "Let's Do Business" booth to connect one-on-one with subject matter experts, ask questions, learn about upcoming opportunities, and explore how to strengthen your firm's collaboration opportunities with SM/USPS contracting officers.

Your NPF 2026 registration provides full access to an unmatched lineup of USPS and industry educational sessions and networking opportunities, including:

Postmaster General Keynote Address and General Session

Attend the highly anticipated **PMG General Session(s)** featuring a keynote address by David Steiner, Postmaster General and Chief Executive Officer of the U.S. Postal Service.

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2026 NATIONAL POSTAL FORUM, *CONTINUED*

100+ Educational Workshops

Explore **100+ workshops** covering dozens of topics across multiple industry-specific categories, delivering actionable knowledge and expert perspectives for every segment of the mailing and shipping industry.

Executive Leadership Team and Officer Presentations - Engage directly with USPS leadership and influential decision-makers across the industry.

The Largest Exhibit Hall in the Industry - Showcasing the latest technologies, innovations, and trends.

Daytime and Evening Networking Events - Take advantage of invaluable opportunities to exchange experiences and ideas with fellow marketing and mailing industry pros, Peer-to-Peer roundtable discussions.

Professional Certification Opportunities - Earn Official USPS Certification such as The Mail Design Professional Course, The Direct Mail Marketing Course, and The Mail Center Manager Course.

To learn more about the National Postal Forum visit <https://www.npf.org/>.

USPS REPORTS ON-TIME DELIVERY GAINS, HIGHER CUSTOMER SATISFACTION FOR HOLIDAY SURGE.

WASHINGTON — Through large investments in new technology and new logistics planning and execution, the U.S. Postal Service (USPS) significantly improved its delivery performance during this past holiday season. Mail items and packages were delivered within 2.5 days on average (16 billion in volume), compared to 2.8 days during the same period last year (Nov. 15 – Jan. 9). On-time delivery scores were higher virtually across the board, with the best scores being in its last mile Destination Delivery Units (DDU). The DDU space is the subject of the USPS bid solicitation process beginning later this month.

“These results reflect the tenacity of our workforce as well as the network improvements we continue to implement,” said Postmaster General and Chief Executive Officer David Steiner. “We will keep improving service throughout the coming year — optimizing our network, strengthening reliability, improving delivery times, and ensuring high value products and services for residential and business customers in every community we serve.”

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USPS REPORTS ON-TIME DELIVERY GAINS, HIGHER CUSTOMER SATISFACTION FOR HOLIDAY SURGE, *CONTINUED*

Compared to last year's holiday season, the Postal Service also recorded a 23-percent reduction in calls to its Customer Care Center (1-800-ASK-USPS) and a 44-percent decline in package-related customer service inquiries. Overall customer experience scores related to customer inquiries, which are obtained using customer satisfaction surveys, showed increased satisfaction of 6.4-percentage points compared to the same period last year.

"Customers entrusted us with billions of letters, cards, and packages, and we delivered—faster than last year and with strong consistency across the network," said Deputy Postmaster General, Chief Operating Officer, and Chief Human Resources Officer Doug Tulino.

For more information about Postal Service products and services, visit usps.com.

ARE YOU REGISTERED TO DO BUSINESS WITH THE U.S. POSTAL SERVICE?

All suppliers interested in doing business with the U.S. Postal Service should register their company in the Postal Service Supplier Registration system.

For more information, please go to <http://about.usps.com/suppliers/becoming/registration.htm>

CONTACT US!

We value your questions and feedback to this newsletter. Please feel free to reply to this message with your feedback or mail to:

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