UNITED STATES POSTAL SERVICE®

# DELIVERING FOR AMERICA

## What you need to know about the United States Postal Service®
## Plan to achieve financial sustainability and service excellence

## FIRST CLASS PACKAGE SERVICE® (FCPS) SERVICE STANDARD CHANGES

On May 1, the Postal Service will implement new service standards for First-Class Package Service (FCPS) that will increase delivery reliability, consistency, and efficiency for our customers and across our network.

This shift, however, will not impact the majority of FCPS volume (64 percent). 4 percent will be upgraded from a 3-day to 2-day service standard. For the remainder of the volume (32 percent), the service standard will increase by one or two days.

Modifying select service standards will allow additional transport time for long-distance package deliveries and increased network efficiencies. The new FCPS service standards will also enable additional package volume to be transported by surface transportation, which is more reliable and affordable compared to air transportation.

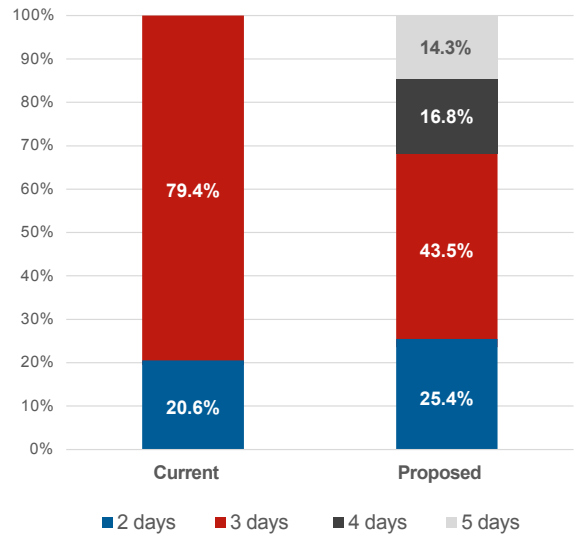
Additionally, the Postal Service is removing an extra day for Priority Mail® transported via ground. The extra day was temporarily put in place in April 2020 to account for ongoing global supply chain, transportation, and employee availability challenges across our network posed by the COVID-19 pandemic. Given the continued high demand on the overall air network, the Postal Service is retaining the extra day at this time for Priority Mail transported via air until the reliability of our key providers improves.

As part of implementing the new service standards for FCPS, the Postal Service is removing the extra day that has applied to FCPS.

The service standard changes are part of the Postal Service's Delivering for America strategic plan and will help the organization achieve its goal of consistently meeting 95 percent service performance.

**68%** of First-Class Package Service volume will have a service standard of **2-3 days.**

**First-Class Package Volume % by Service Standard**

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## WHAT IS CHANGING? WHY?

**The Change:** The majority of FCPS volume will not be impacted - 64% would still be subject to a standard of 2-3 days. Some FCPS (4% of volume) will upgrade from a 3-day to a 2-day service standard, allowing us to better compete in the 1- to 2-day market by providing our customers with the timely delivery they expect. Meanwhile, 17% of 3-day FCPS volume will shift to a 4-day service standard, and 15% will shift to a 5-day service standard. Packages traveling the longest distances (e.g., New York to California) will be most affected.

**The Need:** These changes position us to better utilize our existing ground network, in which the average truck currently runs approximately 40 percent full. By moving more packages via surface transportation than air, we will improve service reliability, increase efficiency, and reduce costs.

**Q: Are the new First-Class Package Service (FCPS) standards the same as the new service standards for First-Class Mail (FCM)?**

**A:** With the new service standards, FCPS and FCM standards will no longer be identical. For example, the 2-day standard for FCM letters and flats will be narrowed from a 6-hour drive time to a 3-hour drive time, while the 6-hour drive time for the 2-day FCPS standard will be expanded to 8 hours.

**Q: What's the difference between First-Class Mail and First-Class Package Service?**

**A:** FCM is designed for standard sized letters and flats; FCPS is primarily designed for shipping small, lightweight packages. Maximum weight and prices differ.

**Q: Do I still have an option to send a package across the country within three days?**

**A:** Yes, customers may still opt to use Priority Mail Express® and Priority Mail® services to ship packages within the contiguous U.S. with a 1-to-3-day service standard. The Postal Service is removing an extra day for Priority Mail transported via ground. The extra day was temporarily put in place in April 2020 to account for ongoing global supply chain, transportation and employee availability challenges across our network posed by the COVID-19 pandemic.

## TIPS FOR CONSUMERS

With new service standards being implemented on May 1, USPS offers these tips for consumers:

1. **Plan ahead** – For packages that require a deadline (i.e. holiday gifts), or are being sent a long distance, the Postal Service encourages consumers to plan ahead and send their mail early. Don't wait until the last minute to mail your packages. Getting your items to us in a timely manner will help ensure the Postal Service can deliver them on time.
2. **Keep mailing your packages!** The majority of FCPS packages will be unaffected by the new service standards. In fact, these new standards mean your packages will be delivered more reliably and consistently than they have been in previous years.

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