

USPS

Consumer and Industry Affairs

*Focusing Forward- Keeping Up
With The Evolving Needs Of Our
Customers*



Gravure Publishing Council Conference
Naples, Florida November 16-18, 2011

Overview

Consumer & Industry Affairs

- **Designed to Focus on All Customers**

State of the Postal Service

- **Still in Business and Planning to Stay in Business**

Focusing Forward

- **New Ads**
- **Product Updates**

Consumer and Industry Affairs Mission

Responsibility for all United States Postal Service customer interaction and support, from small businesses or individual consumers to large corporations and commercial mailers; including overseeing the office of the Consumer Advocate as a vital part of customer service.

C&IA Teams

**Consumer Advocate
& Customer Relations**

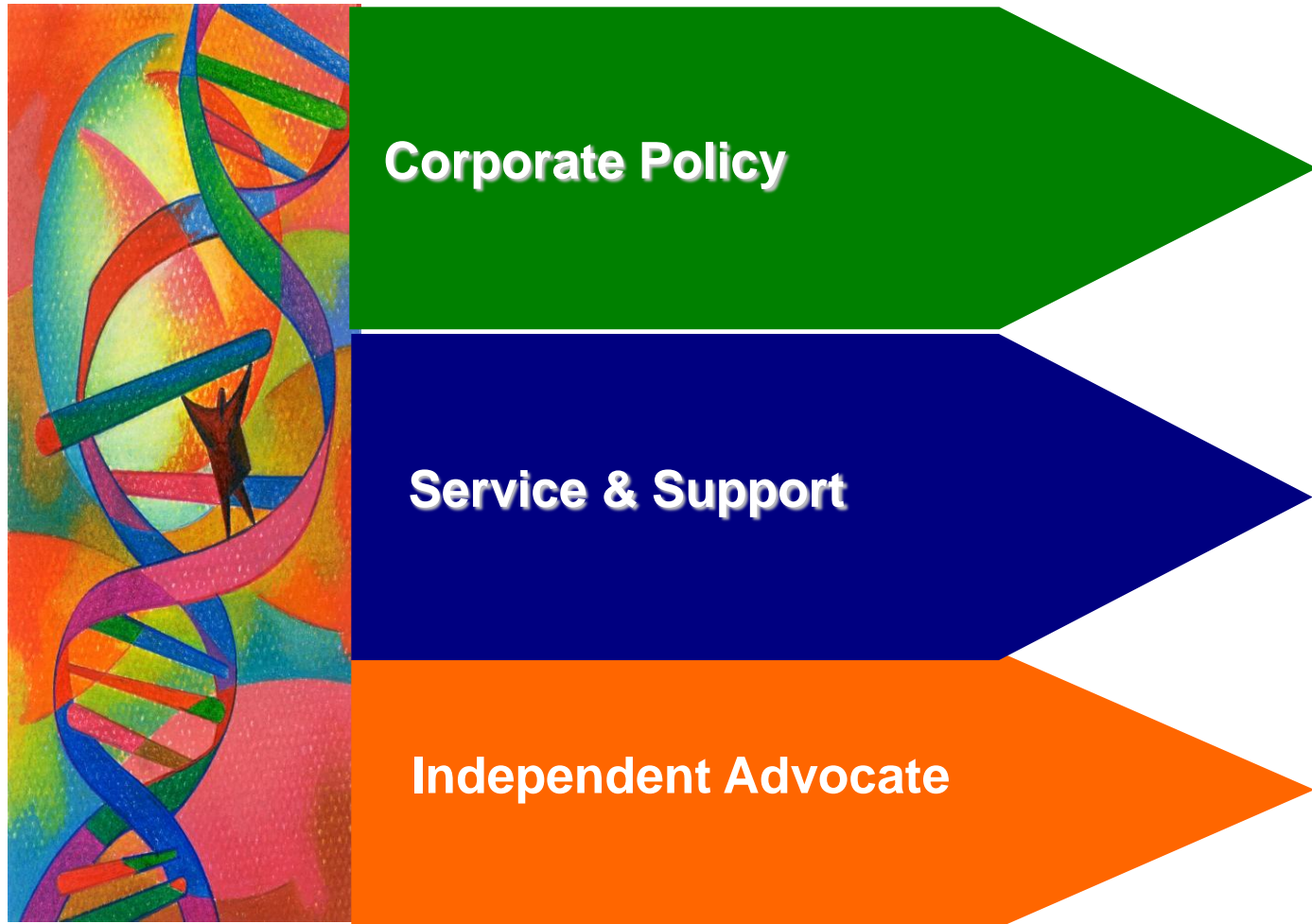
**Customer Engagement
& Strategic Alignment**



**Industry Engagement
& Outreach**

**Customer
Contact Centers**

Three Areas of Responsibility



Legislative Actions

- **House/Senate Bills**
- **Continuing Resolutions**
- **Omnibus**

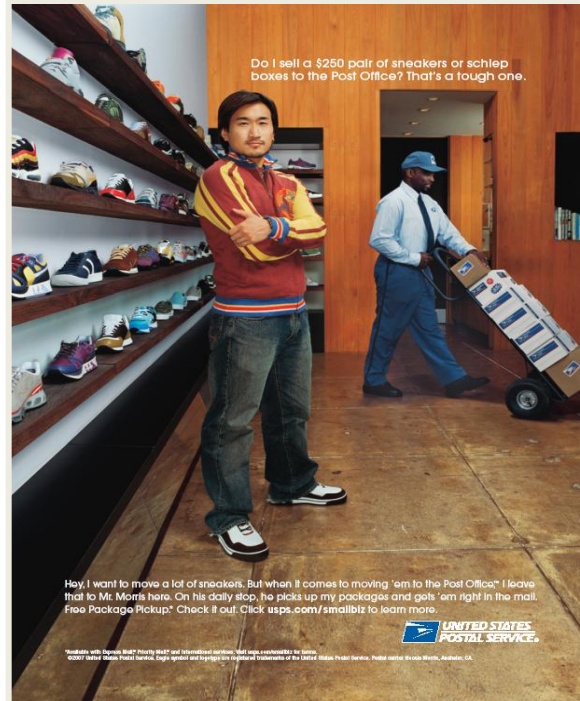


USPS Actions

- **Post Office Optimization**
- **Network Optimization**
- **Retail Optimization**
- **Workforce Optimization**



Strengthen the Business-to-Consumer Channel





Information for mailers

[Home](#)

Proposal for network and service standard changes

On September 15, 2011, the Postal Service proposed sweeping changes to its massive nationwide infrastructure and adjustments to service standards. The proposals, if implemented, will affect nearly all mailers and mailing industry organizations.

This web page is intended to be a "one-stop shopping" location for interested mailers and members of the mailing industry to access information about the proposals. You'll find links to relevant sites and documents, which will be updated as more information becomes available.

To share your views on the proposals, or pose a question you would like to see answered in an FAQ, please write to Manager, Industry Engagement and Outreach, U.S. Postal Service, 475 L'Enfant Plaza SW, Room 4617, Washington DC 20260, or to IndustryFeedback@usps.com.

We will continue to discuss with you the potential effects of the network optimization and service standards changes, and make sure your ideas and concerns are reviewed and considered. We are committed to working toward mutually acceptable solutions wherever possible.

– Consumer & Industry Affairs

Support information

- [Postmaster General to business customers: "We're here to stay."](#)
- [Watch a special message from the Postmaster General](#)
- [Facility study list announced 9-15-2011](#)
- [Facility study list with drop ship key](#)
- [Study/gaining sites list](#)
- [FAQs for Mailers: 1 | 2](#)
- [Network changes FAQs](#)
- [Service changes FAQs](#)
- [Advance proposal](#)
- [Current Area Mail Processing initiatives](#)
- [Our Future Network electronic news kit](#)

Video --- “Face-to-Face”



**FCM_Face to
Ice_WM_V_496x280.w**

Video --- “Hacked”



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6-WMV_496x280....

Partnership for Success

- **Listening**
- **Problem Solving**
- **Understanding Impacts of decisions on Industry**



**WE are in Business to
STAY in Business!**

Thank you!