



2019

POSTAL FACTS

COMPANION



WELCOME TO THE MOST ADVANCED, SOPHISTICATED AND POWERFUL NETWORK IN THE NATION.

IT'S
NOT
THE
INTERNET

It's a business network.

It's a social network.

It's the engine of e-commerce.

It runs on big data and artificial intelligence.

Every day the network gets smarter, faster and more intuitive, delivering solutions and experiences that are way out of the box.

This is not the Pony Express.

This is technology harnessed and innovation unleashed.

This is the United States Postal Service.

THE EAGLE ALWAYS FACES FORWARD.



The Postal Service is ...

EMPLOYEE-CENTRIC

Processing and delivering the U.S. Mail to nearly 159 million addresses requires a large workforce and the Postal Service employs more than 630,000 people. The Postal Service has collective bargaining agreements with six different unions, representing 580,000 employees.

UNIVERSAL

It is the Postal Service's mission to provide trusted, affordable and universal service. Everyone living in the United States and its territories (Puerto Rico, U.S. Virgin Islands, Guam, American Samoa and the Mariana Islands) has access to postal products and services and pays the same for a First-Class Mail postage stamp regardless of their location.

CUSTOMER-FOCUSED

With more than 31,000 retail locations, more than 6 million daily visits on *usps.com* and deliveries to hundreds of millions of residences and businesses at least 6 days a week, the Postal Service is committed to providing a positive customer experience.

SELF-SUFFICIENT

The Postal Service is an independent establishment of the executive branch. It receives no tax dollars for operating expenses and relies on the sale of postage, products and services to fund its operations. Because it is not funded by appropriations, it is not subject to requirements of the Office of Management and Budget, including government shutdowns.

RESILIENT

The Postal Service has a 243-year history of creating new technologies for the American people — enabling faster, more efficient communication and safer, more secure delivery of correspondence and merchandise. For nearly two-and-a-half centuries, it has continued to adapt and transform to meet the evolving needs of its customers.

OPPORTUNITY-FILLED

With more than 630,000 employees and 2,400 career possibilities, the Postal Service is full of opportunity! From tractor-trailer operators, engineers, letters carriers, mail handlers, nurses, historians, Postmasters, mechanics, and more, to the Postmaster General, the strength of the organization lies in its amazingly diverse workforce.

DIVERSE

With minorities comprising nearly 50 percent of its workforce, the Postal Service is one of the most diverse organizations in the country.

TECHNOLOGY-ENABLED

The Postal Service uses advanced technology to deliver world-class solutions and products that make it more competitive in an increasingly digital world. The Postal Service uses a vast network of people and technologies to collect, process, transport and accurately deliver the nation's mail.

DATA-DRIVEN

The Postal Service uses data not only to ensure its operations run smoothly, but also to help businesses make better use of the mail. Its mission is to provide the right information to the right people in real time using advanced technology.

JUDICIOUS

The Postal Service's Judicial Officer Department is a court system which conducts hearings, and acts as a neutral party to resolve a wide variety of disputes involving postal matters. Its independent decisions involve contract disputes, employee debt disputes, mail disputes, and mail fraud, among other issues.

PATRIOTIC

The Postal Service employs more than 100,000 veterans and is one of the largest employers of veterans in the country.

SOCIAL

The Postal Service is present and active on social media.

- Facebook [facebook.com/usps](https://www.facebook.com/usps)
- Twitter twitter.com/usps
- Instagram [instagram.com/uspostalservice](https://www.instagram.com/uspostalservice)
- LinkedIn [linkedin.com/company/usps](https://www.linkedin.com/company/usps)
- YouTube [youtube.com/usps](https://www.youtube.com/usps)

#POSTALPROUD

Size and scope.

The United States Postal Service delivers more mail to more addresses in a larger geographical area than any other post in the world. The Postal Service delivers to nearly 159 million addresses in the country—covering every state, city and town. Everyone living in the United States and its territories has access to postal products and services and pays the same for a First-Class Mail postage stamp, regardless of their location.



By the Numbers*

70.6 B	—	2018 operating revenue, in dollars
146.4 B	—	number of mail pieces processed and delivered
47	—	percentage of the world's mail volume handled by the Postal Service
1.9 B	—	dollar amount paid every two weeks in salaries and benefits
497,157**	—	number of career employees
137,290**	—	number of non-career employees
31,324	—	number of Postal Service-managed retail offices
36.8 M	—	number of address changes processed
12.7 B	—	retail revenue, in dollars
838.7 M	—	total number of retail customer visits
2.3 B	—	number of visits to <i>usps.com</i>
301 M	—	Postal Store revenue, in dollars, on <i>usps.com</i>
83.4 M	—	number of money orders issued
6.8 M	—	number of passport applications accepted at Post Offices
204.6 M	—	revenue, in dollars, from passport applications
382.1 M	—	amount in revenue from 2,821 postal self-service kiosks
1.3 M	—	number of new delivery points added to the network in 2018
158.6 M	—	number of delivery points nationwide
74	—	Megan J. Brennan, 74th Postmaster General
0	—	tax dollars received for operating the Postal Service

*all information based on Fiscal Year 2018 data, unless otherwise noted.

**as of Sept. 30, 2018

Mail is big business.

The U.S. Postal Service is the core of the **\$1.4 trillion** mailing industry that employs more than 7.5 million people.

These types of mail brought in most of the \$70.6 billion in operating revenue in 2018:

First-Class Mail — \$25 billion

Marketing Mail — \$16.5 billion

Shipping and Package Services — \$21.5 billion

Periodicals — \$1.3 billion

If it were a private sector company, the U.S. Postal Service would rank 40th in the 2018 Fortune 500.

In the 2018 Global Fortune 500 list, the U.S. Postal Service ranked 123rd.

*The Envelope Manufacturers Association Mailing Industry Job Study, 2015, reported that there are more than 7.5 million jobs and more than \$1.4 trillion in revenue attributed to the mailing industry.



A decade of facts and figures.

We make the connections. Friends and families, businesses and customers. We deliver to every address in America, from the biggest cities to the smallest hamlets. This is our mandate — binding the nation together. This is our commitment — providing secure, reliable and affordable delivery of mail and packages. Always have, always will. **It's what we do.**

	2018	2017	2016	2015	2014	2013	2012	2011	2010	2009
Annual Operating Revenue	\$70.6 B	\$69.6 B	\$71.4 B	\$68.8 B	\$67.8 B	\$67.3 B	\$65.2 B	\$65.7 B	\$67.1 B	\$68 B
Career Employees*	497,157	503,103	508,908	491,863	488,300	491,017	528,458	557,251	583,908	623,128
Mail Volume	146.4 B	149.5 B	154.3 B	154.3 B	155.5 B	158.2 B	159.8 B	168.3 B	170.9 B	176.7 B
First-Class Mail Volume	56.7 B	58.7 B	61.2 B	62.6 B	63.8 B	65.8 B	68.7 B	72.5 B	77.6 B	82.7 B
Shipping / Package Volume**	6.2 B	5.7 B	5.2 B	4.5 B	4 B	3.7 B	3.5 B	3.3 B	3.1 B	3.1 B
Marketing Mail Volume	77.3 B	78.3 B	80.9 B	80 B	80.3 B	80.8 B	79.5 B	84.0 B	81.8 B	81.8 B
Delivery Points	158.6 M	157.3 M	156.1 M	155 M	153.9 M	152.9 M	152.1 M	151.5 M	150.9 M	150.1 M
Address Changes	36.8 M	36.8 M	37 M	37 M	34.4 M	38.8 M	39.7 M	39.9 M	41.5 M	43.8 M
Total Retail Offices	34,772	35,005	35,423	35,520	35,649	35,434	35,369	35,756	36,222	36,496
Postal-Managed Retail Offices	31,324	31,377	31,585	31,606	31,662	31,702	31,857	32,146	32,528	32,662
Retail Customer Visits	838.7 M	857.1 M	877.4 M	919.5 M	948.7 M	989.1 M	986.2 M	1.02 B	1.06 B	1.12 B
Retail Revenue	\$12.7 B	\$12.9 B	\$13.5 B	\$19.2 B	\$19 B	\$18.3 B	\$17.5 B	\$16.9 B	\$17.5 B	\$17.7 B
Delivery Routes	231,843	228,483	229,104	226,777	224,365	225,152	227,000	228,160	230,600	232,900
Vehicles	232,372	230,939	227,896	214,933	211,264	211,654	212,530	213,881	215,625	218,684

*As of Sept. 30, 2018

**Includes Priority Mail, Priority Mail Express, First-Class Package Services, Package Services, Parcel Return Service and Parcel Select.

12 things to know about the Postal Service.

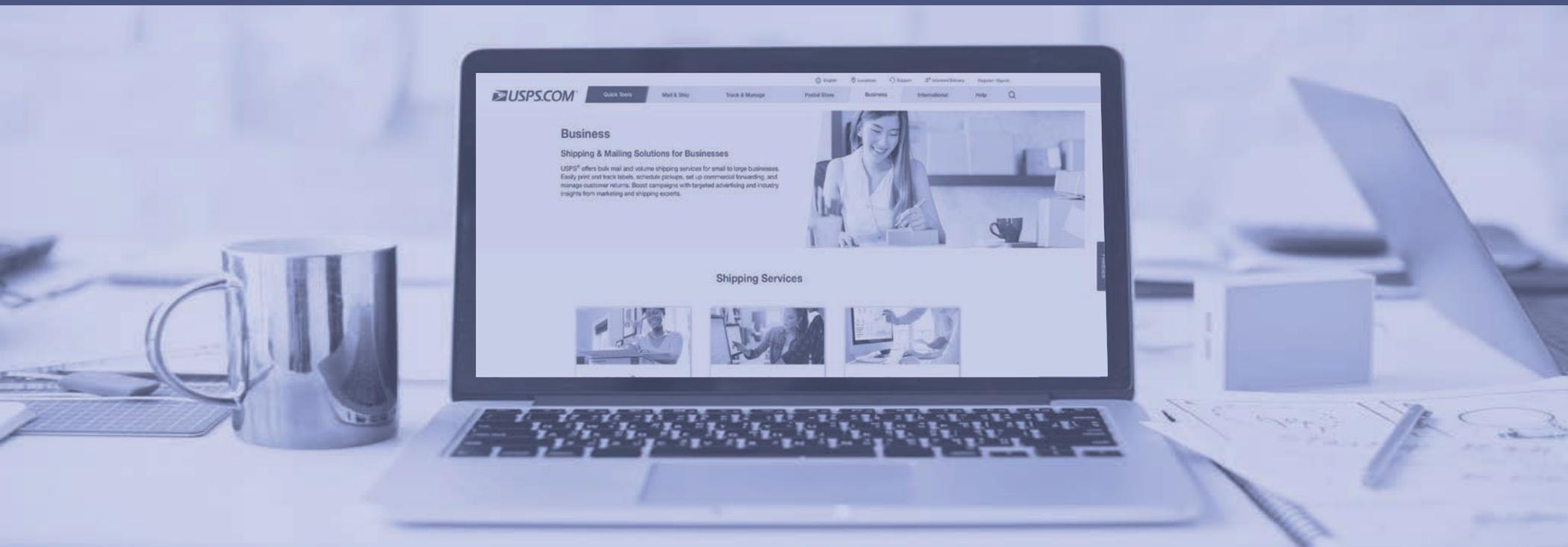
- 12. Social responsibility.** From facilitating the nation's largest one-day food drive, to addressing dog bites, to educating customers on consumer protection, and delivering holiday cheer to those in need, the Postal Service supports communities nationwide.
- 11. Veterans.** The Postal Service employs more than 100,000 military veterans, making it one of the largest employers of veterans in the country. The organization has also issued more than 140 stamps honoring the nation's military history, including the Service Cross Medals stamps.
- 10. Heroes.** Postal employees regularly go beyond the call of duty to protect the lives of customers they serve, including older and disabled customers through the Carrier Alert Program. In fiscal year 2018, the Postal Service recognized 243 heroic employees.
- 9. Retail giant.** The Postal Service has the nation's largest retail network — bigger than McDonald's, Starbucks and Walmart combined, domestically.
- 8. Vehicles.** The Postal Service has more than 232,000 vehicles, one of the largest civilian fleets in the world. New next-generation vehicles will have improved ergonomics, safety features, fuel efficiency and design flexibility.
- 7. Competition and collaboration.** The Postal Service both competes and collaborates with the private sector. UPS and FedEx pay the Postal Service to deliver hundreds of millions of their ground packages, and USPS pays UPS and FedEx for air transportation.



6. **Global business.** The Postal Service processes and delivers 47 percent of the world's mail and is constantly innovating to make customer experiences better.
5. **Affordability.** For 55 cents, anyone can send a letter, regardless of geographic location, to anywhere in the United States.
4. **Dependable.** The Postal Service is the only organization with the resources, network infrastructure and logistical capability to regularly deliver to every residential and business address in the nation.
3. **Security.** The U.S. Mail is protected by more than 200 federal laws enforced by the Postal Inspection Service, one of the nation's oldest law enforcement agencies.
2. **All heart.** The Postal Service is at the core of the \$1.4 trillion United States mailing industry that employs more than 7.5 million people.
1. **Zero tax dollars used.** The Postal Service receives no tax dollars for operating expenses and relies on the sale of postage, products and services to fund its operations.

This Post Office is always open.

The Postal Service website — *usps.com* — is like an online Post Office at your fingertips, open for business 24/7. The Postal Service's smartphone apps make it more convenient to use the most popular functions on *usps.com*, anytime, anywhere.



usps.com is one of the most frequently visited government sites, with 2.3 billion visits in 2018 — averaging more than 6 million visitors each day.

- In 2018, stamp and retail sales at **The Postal Store**, the official online Post Office, totaled nearly \$301 million.
- We're multilingual — the Postal Service offers *usps.com* in Spanish and Simplified Chinese.
- **Click-N-Ship** allows customers to print shipping labels with postage for **Priority Mail, Priority Mail Express, Global Express Guaranteed, Priority Mail International, Priority Mail Express International and First-Class Package International Service**.
- **Click-N-Ship** customers created more than 35.5 million labels in 2018, generating more than \$432 million in sales.
- **Internet Change of Address** allows customers to change addresses online, and offers them coupons for move-related products and services. More than 16 million address changes were submitted online in 2018.
- In order of popularity, the top five *usps.com* sites in 2018:

1. USPS Tracking	396 million visitors
2. Informed Delivery	31 million visitors
3. Post Office Locator	29 million visitors
4. ZIP Code Lookup	25 million visitors
5. The Postal Store	24 million visitors
- There's a Post Office on your phone. The Postal Service app — **USPS Mobile** — is available on Apple and Android platforms. Some of the most popular functions currently available on *usps.com* — **Informed Delivery, USPS Tracking, Post Office Locator, ZIP Code Lookup**, calculating postage, holding mail, requesting **Package Pickup** and ordering shipping supplies — are now available on most smartphones.
- In 2018, the USPS Mobile app was downloaded more than 2.1 million times from the Apple App Store and Google Play Store.
- In 2018, there were more than 58 million visitors to the mobile site — *m.usps.com* — averaging more than 491,000 visits per day.

Our history

is the history of America.

- More than 1,400 postal-owned buildings are listed on the National Register of Historic Places. [nps.gov/nr/research/](https://www.nps.gov/nr/research/)
- More than 1,400 murals and/or sculptures from President Roosevelt's New Deal Programs are in our Post Offices around the nation. [wpamurals.com/history.html](https://www.wpamurals.com/history.html)
- About 400 murals have images of American Indians, according to the Smithsonian National Museum of the American Indian. postalmuseum.si.edu/indiansatthepostoffice/index.html
- There is an entire publication dedicated to Postal Service history which can be found at about.usps.com/who-we-are/postal-history/welcome.htm



Take a closer look.

They're treasures. But they're not hidden.

Many of our buildings are historical landmarks. Inside — and outside — many of our Post Offices, you'll find impressive works of art that reflect the stories of our people and our nation. Artwork like this:



Deming, NM



Rockville, MD



Florence, CO



Anadarko, OK

Serving communities.

The Postal Service is part of the fabric of the nation, with employees making a difference in every community across the country.



Here's a look at some of the programs the organization supports.

Carrier Alert Program. If mail carriers notice something unusual at an older or disabled customer's home that might indicate an accident or illness, such as mail accumulation, the employee will alert emergency personnel.

Postmaster General's Heroes' Program. Employees nominated for going beyond the call of duty to rescue customers from emergencies and dangerous situations receive commendation letters from the Postmaster General and are featured on the employee website. The Postal Service recognized 243 employee heroes in fiscal year 2018.

National Consumer Protection Week. During the Federal Trade Commission's annual awareness campaign, the Postal Service and U.S. Postal Inspection Service provides customers with education, tools and information to combat identity theft and mail fraud. More information can be found at consumer.ftc.gov/features/national-consumer-protection-week.

National Dog Bite Prevention Week. With thousands of carriers as frequent visitors to homes with pets, the Postal Service highlights safety initiatives and shares prevention tips to protect employees and customers from dog bites. In 2018, more than 5,700 postal employees were attacked by dogs in more than 2,550 cities.

Stamp Out Hunger Food Drive. The Postal Service and the National Association of Letter Carriers hold the largest one-day food drive in the nation. In 2018, 71 million pounds of food was collected in more than 10,000 cities and towns in all 50 states plus the District of Columbia, Puerto Rico, Guam and the U.S. Virgin Islands. This figure brought the quarter-century total to more than 1.5 billion pounds of food collected since the campaign began in 1993.

USPS Operation Santa. For 106 years, postal employees, charities and individual and corporate volunteers have helped spread the magic of the holiday season to families in need by "adopting" and responding to letters mailed to Santa Claus. In 2018, Operation Santa went digital in seven cities: Austin, Indianapolis, New York City, Phoenix, Pittsburgh, San Diego and Washington, DC.

People, places, postage.

Postage stamps are miniature works of art designed to reflect the American experience. They highlight heroes, history, milestones, achievements and natural wonders.

There's a story behind every stamp.

2018 highlights

- 16.5 billion U.S. postage stamps printed.
- \$625 million in stamps and stamp product orders received by mail, telephone (1-800-STAMP-24) and online at usps.com/stamps.

Supporting causes in the public interest.

- Semipostal stamps are First-Class Mail stamps sold at a price above the cost of a regular stamp to raise funds for designated causes.
- The first “discretionary” semipostal stamp, released in 2017, raised \$726,000 for research into a cure for Alzheimer’s disease. More than 5 million stamps have been sold. It’s the first of five stamp subjects — at the discretion of the Postal Service — to be issued over a 10-year period, with each stamp on sale for no more than two years.
- Four congressionally mandated semipostal stamps have been issued: *Breast Cancer Research (1998)*, *Heroes of 2001 (2002)*, *Stop Family Violence (2003)* and *Save Vanishing Species (2011)*.
- The *Breast Cancer Research* semipostal stamp has raised more than \$89 million for breast cancer research since 1998. More than 1.05 billion stamps have been sold.

- The *Save Vanishing Species* stamp raised more than \$5.6 million to support Multinational Species Conservation Funds from 2001 to 2018. More than 50 million stamps were sold.

Historically speaking

- The first Forever stamp, issued in 2007, was an image of the Liberty Bell. Forever stamps are purchased at the current First-Class Mail postage price and remain valid for full postage, no matter how prices change.
- Stick the landing! In 1992, pressure-sensitive self-adhesive stamps rolled out nationally. By 2005, 98 percent of all stamps were this type.
- The first woman to appear on a U.S. postage stamp was Queen Isabella in 1893. The first American woman honored on a U.S. postage stamp was Martha Washington in 1902.
- The first Native American featured on a stamp was Pocahontas in 1907.
- The first African-American featured on a U.S. postage stamp was Booker T. Washington in 1940.

What a great idea

In 2018, the Postal Service released several stamps that highlighted printing technologies which were new to the production of its stamps.

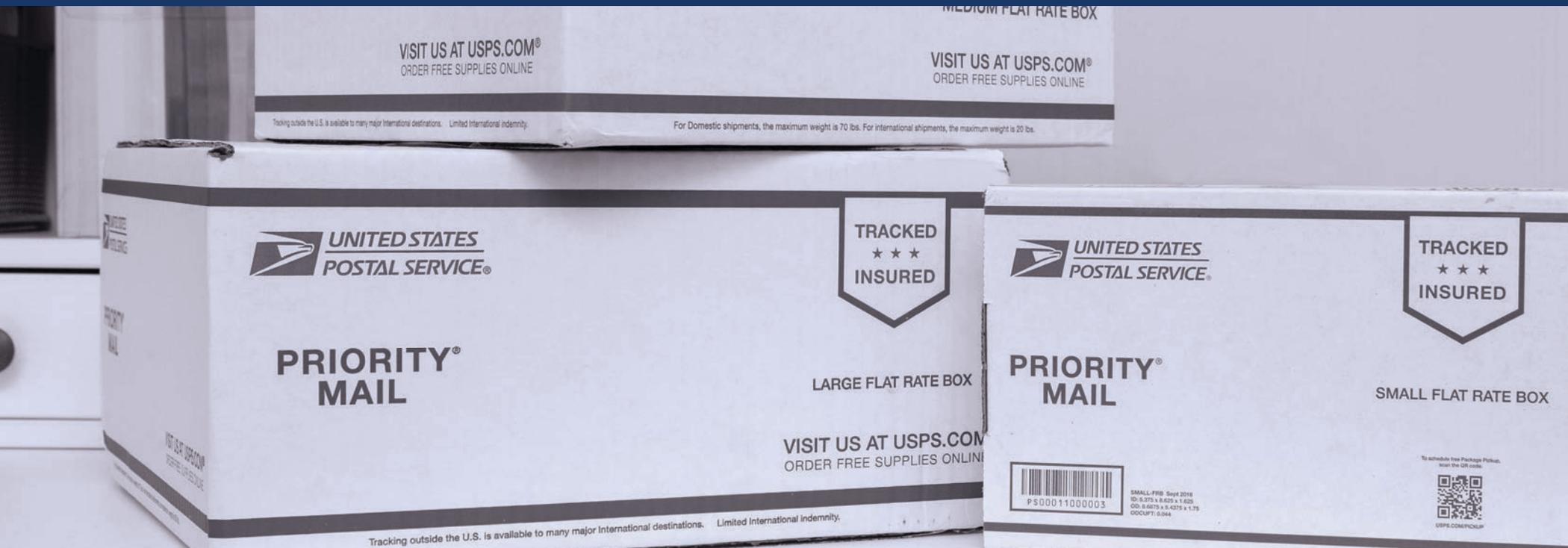
- The *“Bioluminescent Life”* stamps were produced using a proprietary rainbow holographic material that is highly reflective in white light. The special printing techniques impart a sense of movement and light to the stamp pane.
- The *“Frozen Treats”* stamps were the first U.S. “scratch and sniff” stamp. When activated, it releases a summertime scent.
- The *“Art of Magic”* souvenir stamp sheet features the magical illusion of a rabbit popping out of a magician’s hat. It is the Postal Service’s first lenticular stamp.
- The *“Dragons”* stamps contain metallic foil overlays applied during printing.

Learn more

The Smithsonian’s National Postal Museum in Washington, DC, includes the world’s largest gallery dedicated to philately. For more information, visit postalmuseum.si.edu.

Priority: YOU!

The Postal Service's priority is and always will be serving you. With free shipping supplies, flat-rate options, \$50 worth of free insurance, improved tracking and easy online tools, Priority Mail offers you one of the best values in the shipping business.



- **We work while you sleep.** Priority Mail Express offers you overnight delivery to most U.S. locations with up to \$100 of insurance coverage included with most shipments.
- **No need to calculate with our flat rate.** With Priority Mail Flat Rate boxes and envelopes there is no need to weigh or calculate postage on packages up to 70 pounds.
- **We're easy as pie.** Click-N-Ship allows customers to print shipping labels with postage for Priority Mail, Priority Mail Express, Global Express Guaranteed, Priority Mail International, Priority Mail Express International and First-Class Package International Service.
- **We give you a free hand.** You can go online to request Priority Mail Express and Priority Mail packages be picked up at your home or office as part of your mail carrier's regular route — for free. In 2018, the Postal Service picked up 209 million packages.
- **It's a free-for-all.** Priority Mail and Priority Mail Express boxes, envelopes and labels, international mailing products and customs forms pouches are available at no charge. They can be ordered at usps.com and delivered to your door or picked up at a local Post Office.
- **The best things in life are free.** That's right, Priority Mail offers you free insurance up to \$50 for most shipments, as well as day-specified delivery.
- **No kidding, there's nothing hidden.** Priority Mail is transparent and has no hidden surcharges; no fuel or residential delivery surcharges, and no surcharge for regular Saturday delivery.
- **Our Sunday best.** In 2018, the Postal Service continued to expand Sunday package delivery to meet the shipping needs of customers shopping online.
- **Red, white, blue and green.** Priority Mail is the environmental choice. You can pick up free recyclable Priority Mail Flat Rate boxes at any Post Office or you can order online at shop.usps.com or by calling **(800) 610-8734**.
- **Who cares? We care.** The Postal Service is the best way to ship directly to APO, FPO and DPO locations with the Military Care Kit. The kit contains six Priority Mail Flat Rate Boxes — two large and four medium — six address labels, one roll of tape and six customs forms, and can be ordered at no charge at usps.com/shop and by calling **(800) 610-8734**.

Innovation in the mail.

The Postal Service strives to increase the impact, excitement and value of mail. Here are some innovations designed to improve the mailing experience.

Informed Delivery. This free service allows users to digitally preview their incoming mail and manage their packages from a computer, tablet or mobile device. More than 15 million customers have enrolled since it launched in 2017. Residential consumers and residential Post Office Box customers can sign-up for the service at usps.com/informeddelivery.

Every Door Direct Mail (EDDM). This online service uses demographic data to help business mailers target their marketing mail pieces to customers in a select neighborhood, city or ZIP Code. Since 2011, EDDM has resulted in more than 4 million transactions, 18.5 billion mail pieces and \$3 billion in revenue.

USPS Printer Directory. Provides customers free access to local print, design and mail preparation services for EDDM and other direct mail products through a searchable database and mapping program. The directory has more than 700 listings and serves small and medium-sized businesses nationwide.

Intelligent Mail barcode (IMb). End-to-end mail stream visibility is possible with a unique IMb, which identifies individual pieces of mail, trays, sacks and containers to track them through the processing system from induction to delivery. Learn more about how the Postal Service works with third parties to help customers create trackable and personalized mail, stamps and stationery at usps.com.

Irresistible Mail. By using mobile technology, business customers can increase the impact of their direct mail with customized QR codes and augmented reality to help turn interest into action and create interactive experiences.

Picture Permit Indicia. Commercial mailers can modify the permit imprint indicia on First-Class and Marketing Mail with a corporate logo, brand image or trademark to raise their brand awareness and market products and services.

Third Ounce Free. Commercial mailers can use the third ounce of First-Class presort letters to enclose promotional materials, such as coupons and advertising, to their customers with no extra charge by the Postal Service.

Innovation Partners. The Postal Service is proud to partner with a variety of customers to create, share and collaborate on new mailing innovations, including these:

- **National Postal Forum (NPF).** The annual mailing industry conference provides educational and networking opportunities for thousands of business customers. Attendees learn about the latest mail trends and innovations through more than 100 workshops and seminars. The NPF website has more information at *npf.org*.
- **Postmaster General's Mailers Technical Advisory Committee (MTAC).** Representing select mailing associations, this group works to enhance the value of mail by providing technical advice and recommendations to the Postal Service. The MTAC website has more information at *postalpro.usps.com/mtac*.
- **Postal Customer Councils (PCCs).** These Postal Service-affiliated networks connect business mailers with local Post Office leadership to develop more effective and profitable mailings through training and information sharing. Since the 1960s, PCCs have been the go-to local resource for helping mailers learn, innovate and build their business. Learn more about the education, training and best practices by going to *postalpro.usps.com/pcc*.

Innovative technologies — systems at work.

The daily operations performed by the Postal Service depend on an astonishing network of people and technologies that collect, transport, process and deliver the nation's mail.



The Postal Service:

- Is the world leader in **optical character recognition (OCR) technology**, with machines reading nearly 98 percent of all hand-addressed letters and 99.5 percent of machine-printed mail.
- Is one of the largest material-handling systems in the world for moving mail. There are more than 200 miles of conveyors within postal facilities.
- Has the largest gantry robotic fleet in the world, using 174 robotics systems to move 314,000 mail trays per day.

The Postal Service uses more than 8,500 pieces of automation processing equipment to sort nearly half the world's mail.

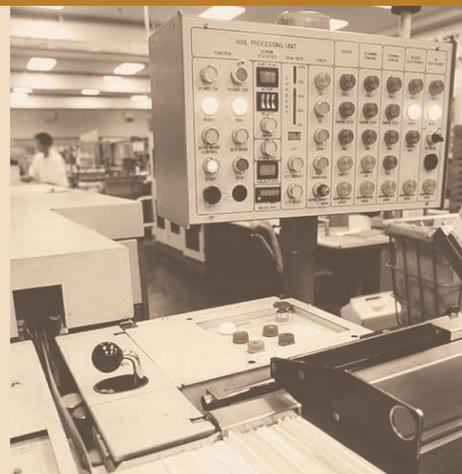
- The new **Enhanced Package Processing System (EPPS)** in Portland, OR, sorts packages at 25,000 pieces per hour.
- The **Automated Delivery Unit Sorter (ADUS)** sorts packages and bundles of mail at a rate of 4,000 pieces per hour with a sort accuracy of 99.95 percent.
- The **Robotic Containerization System (RCS)** sorts trays and automatically loads rolling containers or pallets.
- The **Advanced Facer Cancellor System (AFCS)** positions letter mail and postmarks stamps at 36,000 pieces per hour.
- The **Delivery Barcode Sorter (DBCS)** reads the barcodes on letters and sorts them at 36,000 pieces per hour.
- The **Automated Flat Sorting Machine (AFSM)** sorts flat mail at 17,000 pieces per hour.
- The **Automated Package Processing System (APPS)** sorts packages and bundles of mail at 9,500 pieces per hour.
- The **High Throughput Parcel Sorter** sorts packages and bundles at 15,000 pieces per hour.
- The **Automated Parcel and Bundle Sorter (ABPS)** sorts packages and bundles of mail at 6,000 pieces per hour.
- Tray sorting machines sort more than 18 million trays per day through conveyor systems.
- **Mobile Delivery Devices (MDDs)** provide real-time scanning for daily delivery operations. There are more than 270,000 MDDs in use nationwide.

For additional information on the Postal Service's impressive operations, check out the "Systems at Work" video at <https://www.youtube.com/watch?v=WX16-52bHvg>

Commercial mailing and shipping innovation.

Mail Entry and Payment Technology defines the processes and programs to collect postage and accept mailings and shipments from commercial customers across the nation.

More than \$55 billion in postage was collected from more than 50,000 customers through permits, meters and PC Postage in 2018.



The Automated Package Verification (APV) program automates the detection and collection of postage due for short-paid mail pieces through the use of automated package processing equipment. To date, the Postal Service has collected \$20 million in short paid revenue and \$138 million in deterrence since August 2017.

The Electronic Verification System (eVS) allows high-volume package mailers and package consolidators to document and pay for postage, including extra service fees, using electronic manifest files. In 2018, eVS processed 3.7 billion packages from 4,559 shippers — an increase of 10 percent and 64 percent respectively from 2017 — and eVS collected \$8.8 billion in revenue in 2018, an increase of 16 percent over 2017.

The Commercial Mail Acceptance program enables the automation of the verification and acceptance of commercial mail. The Postal Service currently has 10,802 Business Mail Entry Units (BMEUs) and 874 Detached Mail Units (DMUs). In 2018, commercial mail acceptance processed 6.9 million commercial postage statements.

The Enterprise Payment System (EPS) allows customers to pay for and manage their use of Postal Service products and services online, using an integrated single payment account. In 2018, EPS collected \$2 billion in revenue.

The Full-Service Intelligent Mail program uses Intelligent Mail barcodes (IMb) to achieve end-to-end visibility within the postal mail stream and provides customers with cost-efficient pricing options by eliminating permit fees and providing complimentary address correction service, visibility, and tracking of mailings. More than 14,000 mailers submitted Full-Service volume in 2018 and more than 90 percent of the eligible volume has been submitted as Full-Service.

The eInduction process simplifies mail induction by leveraging eDoc, Intelligent Mail container barcodes, and handheld scanner technologies to verify the payment and preparation of commercial mail containers. The Postal Service has 933 eInduction mailers to date.

The Seamless Acceptance program automates the payment verification of commercial mailings by leveraging eDoc, Intelligent Mail barcodes (IMb), and information collected from both handheld sampling devices and mail processing equipment scans. In 2018, the Seamless Acceptance process handled 40.97 billion in volume from 353 mailers and collected \$395,000 in additional postage.

Information technology.

The Postal Service has one of the world's largest computer networks — linking more than 31,000 facilities and connecting hundreds of thousands of employees and hundreds of systems.





- With one of the largest corporate email systems, the Postal Service handles more than 3.5 million legitimate emails a day, delivered to more than 222,000 email accounts.
 - More than 1.7 million email messages are blocked monthly as spam.
 - More than 636,000 emails are blocked monthly due to content.
 - More than 10,000 malware messages are blocked monthly.
- There are 554 remote locations within the postal system that receive network connectivity via satellite.
- The Postal Service communications network supports and maintains more than 145,000 desktop computers, 23,000 notebook computers, 97,000 printers, 21,000 smart-phones, 400,000 phone lines and 310,000 hand-held scanners.
- The Postal Service has 90 petabytes of storage capacity — equivalent to playing more than 228,085 years of songs on an MP3 player with no repeats.
- More than 132,000 meetings per month are hosted online, representing more than 41 million minutes of conference time.
- The Postal Service maintains 45,000 point-of-sale terminals and 2,821 self-service retail kiosks nationwide supported by the IT team.

Postal blue goes green.

The U.S. Postal Service has long been recognized as a sustainability leader among federal and industry peers.



- The Postal Service launched the **BlueEarth Secure Destruction (SD)** mail service nationwide in November 2014. The innovative sustainable mail service allows mailers to have undeliverable First-Class letters and flat mail automatically intercepted and destroyed securely at a postal facility — for no additional charge — instead of being returned to the sender.
- The **USPS BlueEarth Federal Recycling Program** continues to transport and recycle used electronics for federal agencies with no shipping or item disposition costs.
- Use of the **USPS BlueEarth Product Carbon Accounting** service continued to grow in 2018. The service provides large commercial customers a customized statement of carbon emissions associated with the customer’s mailings.
- The Postal Service works with suppliers to maximize the use of recycled content materials in the manufacturing of stamps, postcards and packaging.
- Postal customers can recycle their read mail at participating Post Offices. Recycle bins are available at many Post Office lobbies nationwide.
- The **USPS National Recycling Operation** uses the existing transportation network to backhaul recyclables from Post Offices to distribution centers for consolidation and diversion from landfill to recycling.
- Each year the Postal Service releases an **Annual Sustainability Report**. Information on the Postal Service’s sustainability efforts can be found at usps.com/green.

Conserving Energy

- The Postal Service has a solar power generation system at its Los Angeles mail processing facility consisting of 31,000 solar panels. This expands our use of alternative energy and makes the Postal Service facility one of the largest buildings generating electricity through solar energy in the city.
- The Postal Service has a goal to reduce the energy used per square foot of building space by 25 percent by 2025. From 2015 to 2017, energy was reduced 6.6 percent. Additional improvements are planned.
- The Postal Service operates a fleet of nearly 48,000 alternative-fuel-capable vehicles, most of which are equipped to use ethanol. There are electric, compressed natural gas and liquid propane gas vehicles in the fleet as well.
- More than 75,000 letter carriers drive to neighborhoods and then deliver the mail on foot. Nearly 7,000 carriers deliver solely on foot.
- Mail is delivered by bicycle on select routes in Arizona and Florida, reducing emissions and saving fuel.
- In 2018, 100 electric hybrid and 100 hydraulic hybrid two-ton vehicles were purchased. These vehicles replaced 30 two-ton electric vehicles in New York City and were assigned to locations in California.

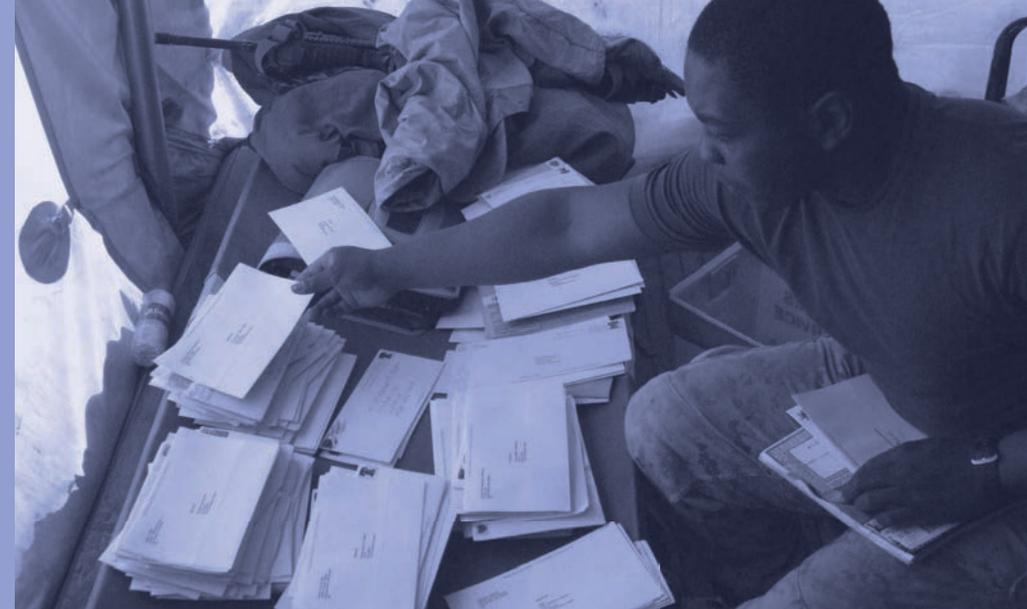
Serving those who serve.

It's not just any letter or package. It's a picture of the kids. It's a handmade scarf. It's a favorite candy bar.

It's a piece of home.

The Postal Service helps make sure these very special letters and packages make it to those who serve in our military — and their families with them — wherever they are around the globe.

The Postal Service offers a Military Care Kit to ship directly to APO, FPO and DPO locations. The kit contains Priority Mail Flat Rate Boxes, address labels, tape and customs forms, and can be ordered at no charge at usps.com/shop or by calling **(800) 610-8734**.



Military and Diplomatic Mail in brief

- Each military service and government agency managed its own mail program until 1980 when the Military Postal Service Agency was formed. The Department of Defense designated the Secretary of the Army as the single military mail manager.
- Military and diplomatic members receive virtually the same level of service as if they were at home in the United States. Differences are based on the country in which they're stationed and the type of mission in which they're involved.
- Military and Diplomatic Mail moves within the United States via the Postal Service transportation network to major mail processing facilities.
- If it's First-Class Mail, Priority Mail or Priority Mail Express, the item moves from major airport gateways in the U.S. to overseas airport gateways on commercial aircraft. It's then moved by various methods to designated military or diplomatic postal facilities for delivery to individual members. Mail also moves by military aircraft when necessary.
- The Military Postal Service provides service in 76 countries. Diplomatic Mail service is provided in 95 countries.
- There are 387 land-based and 283 on-board ship Post Offices. There are 116 Diplomatic Post Offices.
- There are 981 ZIP Codes within the Military and Diplomatic Postal Service around the world.

We protect you and your mail.

Defending the frontier. Enforcing the law.
Established Aug. 7, 1775.

The U.S. Postal Inspection Service enforces federal laws, prevents crimes and keeps customers, employees and the mail safe. It's one of the oldest law enforcement agencies in the nation. These days, our Inspectors are out there, still keeping up with the criminals — targeting theft, disrupting drug traffickers, warning about fraud scams and more.

The Inspection Service does this with more than 2,400 employees, including nearly 1,300 Postal Inspectors and roughly 650 uniformed Postal Police Officers, ensuring American's confidence in the U.S. Mail.



Keeping America's postal system secure*

- 5,969 arrests. 4,648 convictions. Primarily mail theft, mail fraud and prohibited mailings.
- \$800,000. Value of misappropriated or stolen mail transport equipment recovered.
- Responded to and investigated 2,555 suspicious mail incidents.
- 2,321 arrests for illegal narcotics-related cases.
- 673 reported threats and assaults against postal employees. 269 arrests. 187 convictions.
- 1,815 assets. \$71.2 million. Value of assets seized with 85 percent of seizures from illegal narcotics and related proceeds.
- Investigated the use of mail to sexually exploit children. 12 investigations. 16 arrests.
- 275,000 physical evidence items examined by forensic scientists and specialists at the Postal Inspection Service's state-of-the-art National Forensic Laboratory. 862 suspects identified.

Making an impact

- We educate the American public about scams and how to avoid them. A weekly TV series, "**The Inspectors**," is based on real-life Postal Inspection Service cases. "**The Inspectors**" is an innovative outreach program in the living rooms of more than 1 million viewers weekly.
- During 2018, there were 10 national mail-screening events, including Super Bowl LII. More than 26,000 mail pieces and private courier deliveries were screened at the events, heightening safety and security for all.
- Postal Inspectors in partnership with AARP promoted "**Operation Protect Veterans**" to raise awareness of scams that target military veterans.

Explore our history

From the widely known — Postal Inspectors made sure the priceless Hope Diamond was delivered safely through mail — to the proudly notable — in 1971, the Postal Inspection Service became one of the first federal law enforcement organization to hire female agents, our history reflects the history of law enforcement in our nation. Postal Inspectors have investigated wide-ranging consumer fraud schemes, such as foreign lotteries and sweepstakes scams, fake charities, inside trading on Wall Street, worldwide art fraud rings and crooked televangelists. The Postal Inspection Service has also played an integral role in terrorist investigations, including the Unabomber, and ricin and anthrax cases.

For a history timeline and additional information about the U.S. Postal Inspection Service, go to <https://postalinspectors.uspis.gov/aboutus/History.aspx>.

*All figures based on Fiscal Year 2018 data, unless otherwise noted.

Fun facts — now you know. More.

Impress people with your knowledge of these facts about the lighter side of our business.

Main Street America is here and here and...

The most common street name in the country is Main Street — more than 13,000 of them — followed by Second and Maple, with more than 8,000 each. The longest Main Street, located in Island Park, ID, is 33 miles long.

Ben, this one's for you.

Franklin is the most common city name — 31 so named — with Clinton and Washington tied for second (29 each) and Arlington at third (28). The most common Post Office name is Clinton, with 26 locations, followed by Madison (25) and Franklin and Washington tied for third (24).

You've got mules!

The most unusual delivery method used by the Postal Service is a mule train in Arizona. The mules carry mail, food and supplies down an 8-mile trail to the Havasupai Indians at the bottom of the Grand Canyon. Elsewhere, the Postal Service moves mail by planes, hovercraft, trains, trucks, cars, boats, ferries, helicopters, subways, bicycles and feet.

Quick! What's that ZIP Code?

There are nearly 42,000 ZIP Codes in the country. They range from 00501, belonging to the Internal Revenue Service in Holtsville, NY, to 99950 in Ketchikan, AK. Easiest to remember? How about 12345, a unique ZIP Code for General Electric in Schenectady, NY.



And what's it all mean anyway?

The Zone Improvement Plan — ZIP — was introduced in 1963. The first number represents a general geographic area of the nation, such as “0” in the East moving to “9” in the West. The next two numbers are for regional areas and the final two for specific Post Offices. Make it a ZIP+4 Code, introduced in 1983, and mail can be sorted to specific streets, buildings, houses and businesses. Today, ZIP Codes are important parts of the nation’s 911 emergency system.

These roads taken — and delivered.

The longest rural delivery route is Rural Route 002 in Phillipsburg, KS. The carrier travels 185.5 miles daily and delivers to 228 boxes. The shortest rural delivery route is Route 017 in Aurora, OH. The carrier travels 0.16 miles daily and delivers to 102 boxes. The ZIP Code with the most possible street deliveries is Cathedral Station, NY, 10025 — with 45,742!

This is out-of-this-world awesome.

During 2018, Postal Service employees traveled 1.4 billion miles to deliver your mail, equivalent to 52,220 laps around the Earth, 6,465 trips to the moon or 16 trips to the sun.

Our Post Offices are everywhere.

Highest: Alma, CO (80420), is 10,578 feet above sea level.

Lowest: Death Valley, CA (92328), is 282 feet below sea level.

Coldest: North Slope of Alaska: Utquigvik — formerly Barrow (99723), and Wainwright (99782).

Hottest: Death Valley, CA (92328).

Smallest: Ochopee, FL (34141), is 61.3 square feet.

Largest (retail space): James A. Farley, New York, NY (10001), is 393,000 square feet.

Oldest: Hinsdale, NH (03451), in same building since 1816.

Really? You didn't know this?!

- **Boing!** The Postal Service ordered more than 730 million rubber bands in 2018, totaling about 40,000 miles of rubber bands that could wrap around the Earth 1.6 times!
- Those **iconic blue collection boxes** on street corners weren't always blue. Before standardization in 1971, they could have been green, red, white or other colors.
- If the more than 143,000 blue collection boxes currently in use by the Postal Service were placed side by side, they would stretch **59 miles!**
- **You call that scribble legible?** Employees at the Remote Encoding Center in Salt Lake City, UT, are responsible for deciphering terribly handwritten or shoddily printed addresses.
- If the amount of point-of-sale receipt tape used annually in Post Offices from coast to coast was stretched end to end, it would be nearly **1.1 billion feet** and could circle the Earth more than eight times, or gift wrap the Washington Monument 2,563 times!
- **Grandma, can you babysit?** In the early days of Parcel Post, **parents sometimes mailed their children** if they met the 11-pound weight limit. In 1913, an 8-month-old baby in Ohio was mailed by his parents to his grandmother, who lived a few miles away.
- The Postal Service purchased nearly **675,000 tires** in 2018. If they were stacked end to end, they would be 285 miles long — the distance between Newark, NJ, and Portland, ME!
- **That's no pony, that's a big horse.** The official name for the "Pony Express" actually was Overland Express Route. Before they were hired, riders had to swear on a Bible not to curse, fight or abuse their animals. The service was in operation only from April 3, 1860, to Oct. 26, 1861. It was never part of the U.S. Postal Service.



- The Post Office Department was founded in 1775 with Benjamin Franklin as the first Postmaster General. His annual salary was \$1,000. Before 1971, the Postmaster General was a Cabinet member.
- Until the mid-19th century, people usually had to pay for the postage on the letters they received. That resulted in a lot of mail being returned because the recipient didn't want to spend the money. Prepaid postage stamps, introduced in 1847, solved this problem.

In 2018, the Postal Service recycled:

- 177,612 tons of paper and 39,792 tons of cardboard! If each piece of recycled paper was a standard letter envelope, that would equate to 852.2 miles, which is more than 3.5 times the distance to the moon or more than 34 times around the Earth!
- 5,537 tons of plastic! Most of it was shrink wrap equal to more than 103 miles of plastic film — enough to cover all of Manhattan three times or 448,948 football fields!

About that motto...

The U.S. Postal Service has no official motto. Nope, it's not this phrase: *“Neither snow nor rain nor heat nor gloom of night stays these couriers from the swift completion of their appointed rounds.”* Those words are engraved on the front of the James A. Farley Post Office in New York City, set in stone by the architectural firm that built it. The phrase is taken from an ancient book by the Persian historian Herodotus and refers to messengers in the Persian Empire. But we approve of the sentiment.

We deliver.

A day in the life — by the numbers.

Each day the Postal Service picks up, processes and delivers millions of letters and packages. No single operation in the world comes close to this level of connectivity to so many households and businesses.

Here's just **ONE** day in the life of the United States Postal Service. *(Figures are averages.)*

- 234 M — revenue received, in dollars
- 165.6 M — dollars paid to postal employees in salaries and benefits
- 484.8 M — number of mail pieces processed and delivered
- 20.2 M — average number of mail pieces processed each hour
- 336,649 — average number of mail pieces processed each minute
- 5,611 — average number of mail pieces processed each second
- 187.8 M — pieces of First-Class Mail processed and delivered
- 6,903 — number of letter carriers who deliver mail entirely on foot — the USPS Fleet of Feet
- 121,452 — number of address changes processed
- 4,071 — number of addresses added to our delivery network
- 6.3 M — number of people who visit *usps.com*
- 993,400 — dollar amount spent at The Postal Store at *usps.com*
- 276,125 — number of money orders issued
- 0** — tax dollars received for operating the Postal Service

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