

bpost has entered into an agreement with publishers on the delivery of newspapers in Wallonia from 1 July 2024.

19-06-2024

Agreement has been reached with newspaper publishers for the distribution of French-speaking newspapers in Wallonia from 1 July 2024, when the press concession is set to end. The agreement means that bpost is able to safeguard the jobs of its employees on fixed contracts. Under the terms of the agreement, bpost will continue to distribute all newspapers throughout Wallonia until the end of 2025. From 2026 onwards, publishers may eventually and gradually transfer the distribution of their newspapers to a third party.

An alternative distribution will be tested during the third quarter of 2025 at the request of the publishers. This will concern four distribution offices. A meeting has already been scheduled with the publishers for mid-2025 to see if the potential transfer of newspaper distribution from 2026 is confirmed or if the newspaper distribution will be entrusted to bpost for a longer period.

The end of the press concession in Flanders: a multi-phase transition

For Flanders, the agreement reached on 26 April 2024 provides for the gradual transition of newspaper volumes to bpostgroup subsidiary AMP, which keeps around 75% of volumes currently delivered by bpost within

the bpostgroup. The transition begins after the 2024 summer holidays (September/October) at ten pilot offices, with the remaining volumes to be transferred in 2025 and 2026.

Regarding the distribution of the periodicals, bpost is still in the process of contracting with its clients.

Financial impact

This necessary insight into newspaper distribution in Wallonia and Flanders enables bpost to quantify the corresponding financial impacts and publish its financial guidance for 2024 in the near future.

Source: [bpost](#)

UPS Announces Sale of Coyote Logistics to RXO, Inc.

23-06-2024

UPS (NYSE: UPS) announced today it has entered into an agreement to sell its Coyote Logistics business unit to RXO, Inc., for \$1.025 billion.

“As UPS positions itself to become the premium small package provider and logistics partner in the world, the decision to sell our Coyote Logistics business allows an even greater focus on our core business,” said UPS Chief Executive Officer Carol B. Tomé.

Based in Chicago, Coyote Logistics is a leading global third-party logistics (3PL) provider, working with 100,000 network carriers and managing 10,000 loads per day.

The transaction is expected to close by the end of the year, subject to regulatory review and approval. Upon completion of the transaction, the company will update its financial outlook.

J.P. Morgan Securities LLC is serving as the exclusive financial advisor to UPS, and King & Spalding is serving as the legal advisor to UPS.

Source: [UPS](#)



New Member Appointed to Citizens' Stamp Advisory Committee

24-06-2024

The U.S. Postal Service today announced the appointment of Alicia Cheng, a graphic designer and educator, to the Citizens' Stamp Advisory Committee (CSAC). Members are appointed to the committee by the postmaster general to provide expertise in business, history, science, technology, art, education, sports and other areas of public interest. Working together, they make recommendations for future stamp subjects.

Cheng is currently head of design at the Metropolitan Museum of Art in New York, where she leads the team responsible for designing exhibitions, permanent galleries and communications materials.

Before that, Cheng was a co-design director at the Cooper Hewitt, Smithsonian Design Museum and later went on to become a founding partner of MGMT. design, a collaborative female-owned graphic design studio focusing on exhibition design, museum publications, print, branding and data visualization.

She currently serves as an external critic for the Master of Fine Arts (MFA) program at the Rhode Island School of Design, and has taught at Yale University, Maryland Institute College of Art, Barnard College and the Cooper Union School of Art.

A keen student of the early development of communication and distribution systems,

Cheng has contributed articles on Victorian photography and public service announcements to The Atlantic magazine and an article on the history of the printed ballot for The New Yorker. In 2020, she published the book "This Is What Democracy Looked Like: A Visual History of the Printed Ballot," with an accompanying exhibition at the Cooper Union.

She is a member of the Board of Visitors for the Temple University Rome Program and was a past board member of AIGA/NY and the Fine Arts Federation, a design advocacy consortium in New York City.

Cheng attended Barnard College in New York City and received an MFA in graphic design from Yale University with a focus on information design and dance notation systems. She was born in Ann Arbor, MI, and resides in Brooklyn NY with her husband and daughter.

Source: [USPS](#)



DHL Global Forwarding announces leadership changes in Europe

17-06-2024

Effective July 1, Markus Panhauser will be appointed as the new CEO of DHL Global Forwarding Germany and Switzerland. He will assume dual responsibility for both country organizations in his new role. Panhauser succeeds Tobias Schmidt, who has successfully led both country organizations alongside his role as CEO of DHL Global Forwarding Europe since November 2021. Barbara Eleota will assume the role of Head of Ocean Freight DHL Global Forwarding Europe, succeeding Markus Panhauser.

"We are convinced that Markus Panhauser, with his expertise in the freight forwarding business, will contribute to further expanding DHL Global Forwarding's market share in the two important markets of Germany and Switzerland and strengthen the organization in both countries for the future," says Tim Scharwath, CEO DHL Global Forwarding, Freight. "Tobias Schmidt has done an outstanding job but will now fully focus on his role as CEO of DHL Global Forwarding Europe. With his experience and dedication, he has contributed significantly to the success of DHL Global Forwarding in Germany and Switzerland, and hands over highly successful organizations to his successor."

Proven ability to develop and implement successful processes, structures, and products

Markus Panhauser joined the Group in 2020 as Head of Ocean Freight DHL Global Forwarding Europe after gaining extensive experience in the forwarding business at different global logistics companies. Over the past three years, he has successfully elevated the European Ocean Freight business to an exceptional level of performance, leading to a substantial increase in profitability.

"The national markets of Germany and Switzerland are crucial pillars within our

European and global network. With our exceptional forwarder culture, we have a solid foundation to sustain successful growth in the Germany and Switzerland. I firmly believe that Markus, with his profound expertise, unwavering commitment, and passion for delivering high service quality, will elevate the two country organizations to new heights," states Tobias Schmidt, CEO of DHL Global Forwarding Europe.

A diverse perspective, great expertise, and proven leadership skills as successor

Taking over from Panhauser, Barbara Eleota will assume the position of Head of Ocean Freight DHL Global Forwarding Europe effective August 1, 2024. Joining DHL Group from DB Schenker, Eleota brings over 25 years of experience in the logistics sector. Throughout her career, she has excelled in Trade Management, particularly focusing on North America, and as Country Ocean Freight Manager in Italy. Eleota will be based in Hamburg and will report directly to Tobias Schmidt, with a dotted line to Casper Ellerbaek, Global Head of Ocean Freight at DHL Global Forwarding.

"With her proven leadership skills and diverse perspective, Barbara Eleota will strengthen our company's ability to foster sustainable business growth and develop future-proof



strategies for our continued success. We are delighted to have such an experienced and renowned logistics expert joining our team",

says Tobias Schmidt, CEO DHL Global Forwarding Europe.

Source: [DHL Group](#)



Royal Mail saves estimated 2,000 tones of waste by designing reusable trolley sleeves

20-06-2024

Royal Mail saved 2,000 tonnes of waste last year by replacing single use cardboard trolley sleeves with more durable, reusable versions which last up to four years. The new sleeves, which were fully designed and manufactured in-house, cut waste by 10 per cent last year and helped Royal Mail achieve its target of reducing waste by 25 per cent compared to the 2020/21 base year.

Royal Mail's in-house engineering team was tasked with designing a replacement for the traditional single-use fabric and cardboard trolley inserts used in mail centres and delivery offices, which would be reusable, increase capacity and more compatible with automated machinery.

As well as improving efficiency by increasing capacity of each trolley, the new sleeves – known as 'Yorks' internally – will be used up to 3,000 times over an expected lifespan of four years and are made from fully recyclable corrugated plastic, including 30 per cent recycled material.

Waste management is a key part of Royal Mail's Steps to Zero strategy, which set a goal of achieving Net-Zero by 2040 with a 50% reduction in Scope 1 and 2 emissions by 2030.

After introducing the new sleeves and other operational changes, Royal Mail met its 2030 target of achieving a 25% reduction in waste volumes seven years early. The company reduced its waste by 27% against its base year of 2020/21. It recycled, reused or diverted 98% of its remaining waste.

Royal Mail has also introduced a reuse programme for pallets and adjusted its mail bag practices by substituting single-use plastic cable ties for reusable 'hook and loop'

straps. The company is now looking to maintain and improve its performance by exploring innovative approaches to enhance its recycling. It will focus on efficiencies in its operational products, used to collect, convey and distribute mail.

Zebrina Hanly, Royal Mail's Head of Environment, said: "We have not only met our waste reduction target, but have done so seven years ahead of schedule. This wouldn't have been possible without the innovation from our engineering team as well as the hard work of our posties and wider operational staff. Our mission isn't over, however, and we're continuing to work hard to maintain our position as the UK's greenest delivery option."

Royal Mail is the UK's greenest delivery option* for letters and parcels.

The company's 'Steps to Zero' environment strategy set a goal of achieving Net-Zero by 2040, with a 50% reduction in Scope 1 and 2 emissions by 2030. The company already has the lowest emissions per parcel of any UK courier, at 200g, and aims to maintain this position in the long term.

*Based on average gCO2e emissions per parcel delivered by UK parcel operators, as published by Citizens Advice 2023 Parcels League Table.



Source: [Royal Mail](#)



Australia Post boosts its digital transformation with Microsoft agreement

19-06-2024

Australia Post and Microsoft have today announced a three-year partnership renewal, as Australia Post builds on recent investments in cyber security and workforce connectivity.

Investing in key strategic technology platforms is crucial in ensuring Australia Post can deliver on its Post26 strategy as the business continues to simplify and modernise its operations.

Last year, Australia Post consolidated several software platforms into one under the Microsoft umbrella, minimising security risk by containing data within a single technology ecosystem.

The contract renewal is enabling Australia Post to progress with the build out of new cloud capability via Microsoft's Azure hosting platform. Initially this will provide additional secure remote access functionality for team members working from home, along with key tech service providers.

Michael McNamara, Executive General Manager, Enterprise Services said like all essential customer services, Australia Post is always looking to strengthen its defences against the evolving landscape of AI-driven technologies and security threats.

"Australia Post is serious about making our services secure, and – in this age of AI – strengthening our entire technology ecosystem from emails right through to careful management of customer data.

"We are an essential service with thousands of Posties delivering across the country, Australia's largest retail network with more Post Offices nationally than the major

supermarkets combined, and a growing network of parcel facilities powering eCommerce. The need for them to be connected – and for secure information flow – is absolutely a priority.

"We are focused on partnering with leading technology companies worldwide that can bring the best engineering capability and talent, and this renewal underscores our commitment to innovation and security," Mr McNamara said.

Mr McNamara added that Australia Post was exploring the safe and secure use of AI to boost efficiency for business tasks through participation in the Early Access program for Copilot for Microsoft 365.

Jo Dooley, General Manager of Enterprise Commercial at Microsoft Australia and New Zealand said, "Microsoft is proud to continue our partnership with Australia Post, an institution at the heart of Australian community life.

Together, we're not only bolstering defences against the latest security threats, but also empowering Australia Post to fulfill its mission of connecting people across Australia more securely and efficiently. This collaboration is pivotal in transforming how it manages and protects customer data in the age of AI, ensuring every interaction is safe and trusted."

Australia Post earlier this year announced a



new multi-year deal with Salesforce as part of its broader modernisation agenda. Digitisation, automation and simplification of products and services are key to Australia

Post's strategic priority to deliver a market leading digital experience for customers.

Source: [Australia Post](#)



Australia Post opens the doors to its newest Community Hub @ Post

20-06-2024

Burnie, Tasmania is now home to Australia Post's second Community Hub @ Post retail concept. After extensive renovation, the Burnie Community Hub @ Post, located at 87-91 Wilson Street, Burnie, has been transformed into a refreshed and contemporary retail space. The new format features an open counter layout as well as a dedicated area for local small businesses to showcase and sell their products. The space also features a fresh, open layout to make it easier for customers to find what they need quickly and efficiently.

In addition to a refreshed look, the Burnie Community Hub @ Post will continue to offer customers the full range of existing services, including free 24/7 Parcel Lockers for out-of-hours deliveries and greater convenience, banking services through Bank@Post, and all parcel and letter mailing services.

Australia Post Executive General Manager, Retail, Brand and Marketing, Josh Bannister said Australia Post continues to demonstrate its dedication to regional Australia with the opening of its second Community Hub @ Post.

"Our newest Community Hub @ Post in Burnie is focused on bringing together essential services for our customers, while supporting the continued growth in eCommerce and our parcel business. The team want to create a welcoming space that meets the diverse needs of the Burnie community and this

refreshed format provides that, while continuing to offer all the essential services customers expect from their local Post Office.

"We're working hard to modernise our Post Office network and Burnie is the perfect location for the launch of our second Community Hub @ Post. This initiative underscores our commitment to regional Australia, ensuring that communities like Burnie have access to the same level of service and innovation as metropolitan areas," Mr Bannister said.

Burnie Post Office is the second Community Hub @ Post to open and the first in Tasmania. In the coming months, Australia Post will also open Community Hub locations in Williamstown (VIC) and Noosa Heads (QLD).

The first Community Hub @ Post was opened in Orange (NSW) last October.

Source: [Australia Post](#)



Modern USO: Swiss Post welcomes the Federal Council's first step

26-06-2024

Swiss Post welcomes the modifications to the universal service obligation proposed today by the Federal Council. They are an important first step towards a forward-looking mandate for Swiss Post. Furthermore, Swiss Post still needs a fundamental political discussion about a modern universal service obligation from 2030. The universal postal service should be designed to meet customers' changing needs.

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The universal service obligation defines the minimum range of public services to which Swiss Post is legally obliged. This forms the basis for Swiss Post's services. Swiss Post is taking a close look at the question of which public service we will need in Switzerland in ten or twenty years' time. Swiss Post can only be successful long-term if it develops sustainably and has a modern universal service obligation as a basis for that. It should be able to expand wherever societal and economic needs are growing. And should be able to adapt wherever demand decreases or changes. This will enable Swiss Post to respond to customers' wishes and the ongoing process of digitization in the best

possible way long-term. And continue to be self-financed in doing so, in other words, without taxpayers' money.

Further development of universal service obligation necessary

With the ongoing "Swiss Post of tomorrow" strategy, the course is being set for a demand-led service of tomorrow. "Swiss Post, however, also needs to promptly set the course for the Swiss Post beyond tomorrow. To achieve this, the universal service obligation needs to be changed," explains CEO Roberto Cirillo, adding: "In order to continue meeting our customers' needs, a future-oriented and sustainable postal service is key." Chairman of the Board of Directors Christian Levrat adds: "Switzerland needs a strong public service beyond 2030. We have to start developing this now, while also incorporating digitization." Like the Federal Council, Swiss Post considers it important to adapt the Postal Services Act after 2030.

Bridge between the analogue and digital worlds

Swiss Post welcomes the Federal Council's proposed amendments to the ordinance with a horizon of 2026. They are an important first step. Swiss Post welcomes the inclusion of the digital letter service in the universal service as a pioneering and central signal. For Swiss Post, a digital private letter box is also part of the universal service obligation. In future, customers will be able to choose whether they want to send and receive their mail digitally (via mobile phone or PC) or physically. "A modern universal service creates a bridge between the analogue and digital worlds," adds Christian Levrat. In Swiss



Post's view, this means that access to postal services should be guaranteed, but not too rigidly imposed. Customers should be able to freely decide whether they want to use their smartphone or private letterbox, their local branch or the My Post 24 terminal. Even though things will become more digital in future, goods will continue to be transported physically and the need for fast delivery will persist. Roberto Cirillo emphasizes: "We want to continue acting entrepreneurially – and remain a world-leading postal service – for the benefit of the public service for the whole of Switzerland."

Swiss Post wants to support the population Swiss Post is further underlining its role as an important driver in digital transformation. Services such as e-voting and the electronic patient record are current examples of this. Swiss Post is confident that its products play an important role in providing the population with digital support – enabling the whole of Switzerland to benefit from digitization to the same degree. Swiss Post defines the minimum range of public services to which Swiss Post is legally obliged. This forms the basis for Swiss Post's services. Swiss Post is taking a close look at the question of which public service we will need in Switzerland in ten or twenty years' time. Swiss Post can only be successful long-term if it develops sustainably and has a modern universal service obligation as a basis for that. It should be able to expand wherever societal and economic needs are growing. And should be able to adapt wherever demand decreases or changes. This will enable Swiss Post to respond to customers' wishes and the ongoing process of digitization in the best possible way long-term. And continue to be self-financed in doing so, in other words, without taxpayers' money.

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Source: [Swiss Post](#)



Bracing for the social media shopping phenomenon: DHL on the latest trends in e-commerce

26-06-2024

DHL eCommerce released the first outcome of its global Online Shopper Trends Report 2024, providing valuable insights into the behavior of online shoppers worldwide. The initial chapter highlights trends shaping today's e-commerce landscape, based on a survey of 12,000 consumers in 24 countries. Results show a rising popularity of social commerce, with Asia leading the trend. Some 57% of online shoppers use their smartphone as their primary device for purchasing. App-based platforms such as Shein and Temu have gained immense popularity globally due to their vast product offerings at affordable prices. Moreover, 65% of global shoppers stress the significance of knowing the delivery provider before purchasing.

"With our Online Shopper Trends Report, we cover all major markets within Europe, the Americas, the Middle East and Africa as well as Asia Pacific and China. Therefore, we gain crucial and valuable insights into the behavior of online buyers worldwide. By understanding the emerging trends in the e-commerce landscape, such as the rising popularity of social media shopping or the impact of delivery options on purchase decisions, we can adapt our services to meet the evolving needs of our customers. Armed with these facts, DHL eCommerce is well-equipped to tailor its services and provide exceptional solutions to meet the evolving needs of our customers globally", says Pablo Ciano, CEO of DHL eCommerce.

The power of social media and smartphones in e-commerce

According to the report, social commerce is becoming the next big thing in e-commerce. It allows users to buy products directly via networks like Instagram and Facebook. Sales through social media platforms are expected to reach 8.5 trillion US dollars by 2030 compared to estimated 700 billion US dollars in 2024. This would represent an approximately twelve-fold increase within a span of six years¹. Asia is at the forefront of

this trend, with countries like China seeing 53% and Thailand 59% of shoppers purchasing via social media. With this also comes a shift in preferred devices for buying online. Most online shoppers prefer to browse and purchase products with their smartphones. 57 % use their smartphone as the dominant shop window and purchasing device. Of course, this also has implications for the presentation of products and the structure of online stores.

The global phenomenon of app-based marketplaces has witnessed a remarkable surge in popularity, with Shein and Temu leading the way. These platforms share the everyday appeal of offering online shoppers an enormous range of products seamlessly integrated into user-friendly mobile apps. Shein is immensely popular with shoppers in the UAE, Morocco, and Brazil, while Temu has gained significant traction among shoppers in the USA and the Netherlands. However, in Europe, Zalando remains the preferred online shopping destination. Except for the Netherlands, emerging Asian marketplaces have not yet established a leading position.

Delivery services are a critical factor in online shopping success



Today's online shoppers are highly conscious of costs, particularly when seeking affordable, flexible, and convenient delivery options. High delivery costs are a significant barrier, with 41% of shoppers abandoning their purchases due to expensive delivery fees. Even more, 65% of global shoppers emphasize the importance of knowing the delivery provider before purchasing. This underscores the significance of transparency and trust in the delivery process, as customers want to know the logistics partner responsible for handling their orders.

About the DHL Online Shopper Trends Report

The DHL Online Shopper Trends Report 2024 provides insights into the international e-commerce industry, specific markets, and

consumer preferences. DHL eCommerce commissioned the study to understand consumers' online shopping habits across the globe. The 2024 research took place across 24 countries (Austria, Czech Republic, France, Germany, Italy, Netherlands, Poland, Spain, Sweden, Turkey, UK, Canada, USA, Argentina, Brazil, Nigeria, South Africa, Morocco, UAE, Australia, China, India, Malaysia, Thailand) and involved 12,000 participants. This year, DHL eCommerce created a series of chapters starting with the trends shaping the e-commerce landscape. The full report is set to be published in autumn 2024.

The first chapter of the Online Shopper Trends Report 2024 can be found here:

<https://www.dhl.com/e-commerce-report>

Source: [DHL Group](#)



Christian Plüss announces handover of duties as Head of PostBus

26-06-2024

Christian Plüss has decided to step down from his roles as Head of the Swiss Post Group Unit Mobility Services and Head of PostBus at the end of January 2025. Thanks to his unwavering commitment at the helm of PostBus, confidence in the company has been gradually rebuilt. After stepping down from Executive Management next year, he will continue to work for Swiss Post in the area of sustainability and energy.

Christian Plüss (62) took over the management of PostBus at the end of 2018 under the most difficult of circumstances. Working together with the new Executive Board that he put together, he succeeded in regaining the trust of the Confederation and the cantons as well as employees and passengers of the traditional company PostBus.

CEO Roberto Cirillo pays tribute to the achievements of the departing Executive Management member: “Christian managed to lead PostBus out of the worst crisis in its history. His services to Swiss Post will not be forgotten. He also built up the Mobility unit for Swiss Post as well as the market, and always brought a fact-based and holistic perspective to Executive Management”. Christian Plüss has significantly advanced Swiss Post, particularly in the area of sustainability. “In Christian, Executive Management is not only losing an outstanding manager, but also an extremely valued colleague with great integrity. That is why I am all the more delighted that we can continue to benefit from his vast knowledge and enthusiasm for sustainability and energy even after stepping down from Executive Management”, adds Roberto Cirillo.

Great trust and support

For his part, Christian Plüss expressed his thanks for the trust placed in him: “Over the

past six years, we in the Executive Board have invested a great deal in the reputation and strategic realignment of PostBus. This phase has now been completed successfully. The time is right for me to hand over my role to my successor. I would like to thank my colleagues in Executive Management and all employees in the Mobility Services unit for their great trust and support, and I consider myself fortunate to be able to continue working towards Swiss Post’s ambitious commitment in sustainability and energy”.

Managing body reorganized

As part of a strategic realignment, Swiss Post Executive Management has also approved the future management organization of the Mobility Services unit and nominated six people for the management roles of the individual units. The following people will join the newly formed Mobility Services unit management from 2025: Marco Lüthi (Licensed Passenger Transport), Martina Müggler (Mobility Solutions) Nigel Storny (Fleet Management), Mark Hugelshofer and Moritz Waelde (Co-Heads of Charging Solutions) and Peter Lacher (MS Operations). The unit management also includes Benno Bucher (Finance), Christina Brändli (HR) and Luzius Weber (Communication). Philipp Schori is the Head of Staff for Mobility Services. He already performs this task for PostBus.



The search for a new Head of Mobility
Services is currently being initiated by the

Board of Directors.

Source: [Swiss Post](#)



USPS OIG releases report on the postal service's financial situation

21-06-2024

Background

While the U.S. Postal Service is viewed by the American people as one of the most trusted government organizations, it has suffered a history of financial net losses dating back to 2007. The Postal Service sought to address these challenges through its 10-year strategic plan, Delivering for America (DFA); published in March 2021. The DFA plan calls for over \$40 billion in capital investments and calculates projected savings through initiatives that include \$24 billion in revenue improvements, \$34 billion in management cost savings, \$44 billion in regulatory changes, and \$58 billion in legislative and administrative actions.

What We Did

Our objective was to evaluate the financial performance of the Postal Service in relation to its DFA plan financial projections.

What We Found

The DFA plan was developed during a time of considerable uncertainty, and conditions have evolved. The DFA plan projected positive net income starting in fiscal year (FY) 2023. Actual results show a net loss of \$950 million from operations in FY 2022 and a \$6.5 billion net loss in FY 2023. While actual revenue was higher than DFA plan projections, actual expenses exceeded expense projections and actual revenue in both years. The Postal Service stated the differences between actuals and projections were primarily attributed to higher than projected volume of

mail, which led to higher expenses to process that volume, higher rates of inflation than projected, and slower than planned progress on DFA initiatives. We generally concur with these causes for the differences. There was higher-than-projected mail volumes; however, work hour reductions did not align with the volume decline as assumed in the Plan. Further, we could not conclude how the initiatives' progress compared to DFA projected savings because the Postal Service did not track initiatives' progress back to the DFA plan. Strategic plans can evolve, and opportunities exist for management to improve transparency by providing a comprehensive update to its DFA plan and communicating the outcomes.

Management Comments and Recommendations

We made two recommendations to update and communicate the DFA plan financial projections and develop a plan to track and communicate progress on the DFA plan initiatives. Management agreed with one recommendation and generally agreed with the other recommendation. The Office of Inspector General (OIG) considers management's comments responsive, as corrective actions should resolve the issues identified in the report. The Postal Service's comments and our evaluation are at the end of the finding and recommendations.

To read the full report please click [here](#)

Source [USPS OIG](#)

