

VOLUME 1 · ISSUE 2

# The Eagle

PUBLISHED QUARTERLY FOR EMPLOYEES  
OF THE UNITED STATES POSTAL SERVICE®

MAGAZINE





Say something wonderful about what you value  
...with commemorative postage stamps.



**Our 2022 stamps help you celebrate the very best of America.**

Among the many topics available this year, we recognize inspirational people like shark researcher and scientist Eugenie Clark and folk music artist Pete Seeger; we get revved up about iconic pony cars and share America's love of elephants; we delight in the artistry of painter George Morrison and the natural beauty of the mighty Mississippi; and we celebrate moments of progress and equality with the 50th anniversaries of Title IX and our National Marine Sanctuaries.

There are more stamp subjects to explore now and more to be announced.

**Check out all the stamps available at [usps.com/shopstamps](https://usps.com/shopstamps), by calling at 844-737-7826,  
by mail through USA Philatelic or at your local Post Office.**



## PUBLISHER

United States  
Postal Service

Jeffery Adams  
Vice President,  
Corporate  
Communications

## EDITOR

Yvonne Yoerger

## ASSISTANT EDITOR

Cheryl De Falco

## DESIGN & LAYOUT

Mike Quigley

## COVER ILLUSTRATION

Gwen Keraval

## PHOTOGRAPHERS

Daniel Afzal

Paul D'Andrea

Yann Ferlaak

## ON THE COVER

The Delivering for America plan will greatly expand the capability of the Postal Service to deliver more next-day packages to more customers, meeting the rising expectations of business and residential customers.

Find out more at [about.usps.com/what/strategic-plans/delivering-for-america](http://about.usps.com/what/strategic-plans/delivering-for-america).

## CONTACT US

The Eagle  
475 L'Enfant Plaza SW  
Washington, DC  
20260-2166



**This second edition of *The Eagle* magazine examines important areas of progress in implementing our 10-year strategic plan, *Delivering for America*. We look at one of the key engines of our long-term growth and competitiveness: next-day delivery through USPS Connect™. The marketplace for e-commerce delivery is heading steadily toward faster and faster fulfillment. As we continue to reorient our logistics, transportation, and processing network, we are building an exciting new capability to provide America's businesses with affordable, convenient options to deliver packages to their customers within a day.**

Growth will spring from more reliable on-time delivery performance. As we aim to become the preferred delivery partner for our business and residential customers, we are focused relentlessly on improving performance across our enterprise. We also explore efforts and investments to leverage best practices in information technology to create simpler products and better digital experiences for our customers as we launch and grow new offerings.

At the end of the day, our work is about continually changing and improving to better serve the public, and we do this in many ways. In this edition we examine our efforts to tap into and foster public interest in our brand. At the same time, we look at how the Postal Inspection Service protects America's communities through the interdiction of illegal opioid trafficking.

With these and future topics, *The Eagle* magazine seeks to capture our progress in becoming a high-performing organization, celebrate our successes in serving the public and provide context for the strategies and initiatives that will guide us toward financial sustainability and service excellence.

I hope you find this magazine useful and engaging.

As always, thank you for the great work you do every day.



## Louis DeJoy

Postmaster General and Chief Executive Officer  
United States Postal Service

# CONTENTS



## 4 **Building Brand Love**

Promoting our brand to reach the public in new ways

A surprising number of people show their love for the Postal Service through postal-branded clothing, toys and much more.

## 7 **Many Times Faster**

Expanding capacity with automation

New automation in local and regional processing and delivery operations produces better on-time performance.



## 10 **Powering Next-Day Delivery**

The operating model for USPS Connect: Regional

The Postal Service is transforming to give nearly every business in America the ability to deliver to their customers the next day.

## 14 **Making USPS Connect Easy to Use**

Improving our online digital tools

Redesigned customer portals will make it easier to order USPS delivery online.



## 16 **Change Leaders**

Delivering a great USPS Connect information experience  
Enhanced digital tools power USPS Connect.

## 18 **Defending America's Communities**

The U.S. Postal Inspection Service's fight against the opioid crisis  
The agency's crucial role is protecting the American public.



Read our 10-year strategic plan, *Delivering for America*. Visit [about.usps.com/what/strategic-plans/delivering-for-america](https://about.usps.com/what/strategic-plans/delivering-for-america), or scan the QR code.

## IN THIS ISSUE

- 1 **From the Postmaster General**  
Long-term growth
- 3 **Spotlight**  
Food for the soul

# FOOD *for the* SOUL

Whether on the job or in her community, this letter carrier turned workplace planning specialist takes service seriously.

## MARIAM BLUIETT

USPS Workplace Planning Specialist  
Indianapolis, IN

**You've heard it before: SERVICE is in our name.** And Mariam Bluiett takes that to heart. She's a workplace planning specialist now, but for 22 years she was a letter carrier and passionate participant in the annual Stamp Out Hunger Food Drive, sponsored by the National Association of Letter Carriers.

"The experience was awesome, having our co-workers come together as a team," Bluiett said. "One year, I even had my children participate. I wanted them to see what it was like to be a part of a cause, that you were helping the community and giving some of your time."

Every year on the second Saturday in May (except during the coronavirus pandemic), people place non-perishable food by their mailboxes for their mail carriers to collect. "My customers were always good with participating," she said, noting that it was a spirit of volunteerism across the board — from those donating to those loading trucks that went to the Gleaners Food Bank of Indiana.

After Bluiett moved to human resources in 2018, she continued volunteering at her church's food bank.

In the role of business development specialist, she found another way to serve the community. "Any time I can help a small business customer find a mail solution that will save them money — that's gratifying," she said. "It makes me feel good to help our community and our customers."

Bluiett won her district's business development "Race to a Billion" small business lead generation challenge award in fiscal year 2019. "It's another way to help customers. Our job is customer service and serving the community. I get my most satisfaction from being able to help others," she said. "Giving back, doing something kind for others, that's the right thing to do."

**"One year, I even had my children participate. I wanted them to see what it was like to be a part of a cause..."**

For more information on the **Stamp Out Hunger** food drive, go to: [nalc.org/community-service/food-drive/2021-donor-drive](https://nalc.org/community-service/food-drive/2021-donor-drive).



# BUILDING BRAND LOVE

The logo on your pants or the message on your T-shirt are bumper-sticker-like statements about what means something to you — and a surprising number of people are showing their love for the Postal Service through postal-branded merchandise.

If you've seen a teenager wearing a tank top or hat featuring vintage postal artwork, or a neighborhood kid playing with toy postal trucks, you see someone with an affinity for the many visual aspects of the Postal Service brand.

But how does that happen? And where are people getting this cool USPS stuff?

Every year, apparel makers, toy manufacturers, movie studios, game companies and entrepreneurs of all sorts look to collaborate with the Postal Service. They want to tap into the deep love that exists throughout the country for the brand.

After all, the Postal Service for many years has been ranked among the most admired and trusted brands in the nation. And everyone in America experiences the visual aspects of the Postal Service every day — in the form of logos, mailboxes, trucks, clothing, the mail itself and even images of Post Offices.

So, businesses of all types look for opportunities to incorporate USPS visual assets into their products. Of course, licensing of images, artwork and logos





This Kids Mail Delivery Truck made under license by Kid Trax, along with an accompanying Post Office play tent, was an instant success when introduced in July 2021 and by the end of the year was honored as one of the best toys of the year by *Good Housekeeping* and *Parents* magazines, as well as *Toy Insider*.

through negotiated licensing agreements brings in revenue for the Postal Service.

This is the job of the Postal Service licensing team: to evaluate and negotiate licensing agreements with business partners. The goal is always to ensure that the USPS brand is portrayed in a positive light by a respected partner, has a spark of creativity and makes strong business sense.

A popular example was the 2019 collaboration with fast fashion giant Forever 21. With a single quick-selling collection — a novel interpretation of vintage logos and designs from the 1970s, '80s and '90s — young, trendy Americans saw a fun, edgy way to express themselves and show some love for the Postal Service.

We built on that success a year later by collaborating with Los Angeles-based designer Anti Social Social Club to create another retro-themed fashion collection. That apparel collection sold out online in just 20 minutes.



**“We’re always ready for the next cool idea and to work with great licensees to promote our brand and reach the public in new ways.”**

— **Amity Kirby**, Manager of USPS Licensing

USPS brand licensing extends far beyond apparel, as is evident to any visitor of the online store at *usps.com*. The Postal Service brand can be found on home décor, pet products, digital goods and novelty items like a retro, upcycled Polaroid instant film camera.

Children’s toys are a favorite. Die-cast models were some of the first products licensed by the Postal Service and toys based on the postal LLV delivery vehicle remain some of the most popular items.

*Clockwise from opposite page:* Licensed apparel from Forever 21, a mail delivery truck made under license by Kid Trax, and a cap from Los Angeles-based designer Anti Social Social Club.



**Right:** In November 2021, skating lifestyle brand Vans unveiled a collection of licensed sneakers and clothing — with one sneaker only available at sportswear retailer Foot Locker — that was inspired by the tireless dedication of every postal worker.



**Above:** With novel products like the award-winning mail delivery truck, mailbox and play tent, a new generation of American kids is finding love for the Postal Service in fun and interesting ways.

## A new era of digital collecting

Did you know you can collect digital versions of stamps and other art?

In November, the Postal Service launched its first digital collectible stamp art on the non-fungible token (NFT) platform VeVe, one of the world's leading spaces for digital collectibles. In a flash, collectors bought four limited-edition NFTs inspired by our Day of the Dead Forever stamps, and then started trading them in the VeVe image collector community.

As soon as news of the offering was announced, praise of the Postal Service exploded across social media for breathing new digital life into the world of stamp collecting. There is much more to come.

The brand licensing team is digging deep into the archive of postal assets and talking with leading brands about collaborations — with digital collectibles, apparel, sneakers, movie topics and other fun and engaging opportunities being explored.

So, you may be seeing Mr. ZIP updated with a fresh, modern look and a new sidekick Sonic the Eagle.

There may soon be revivals of other images that engage and allow people to express their love for our brand.

We're launching a lot in 2022 and beyond, so stay tuned for the next cool thing from the Postal Service.



**Above:** The Postal Service's first non-fungible token art, a limited edition based on the Day of the Dead Forever stamps, has breathed new digital life into the world of stamp collecting.



**Our collaborations often spark unsolicited celebrity brand love too, with social media posts from high-profile influencers providing a personal and authentic approval of the USPS brand.**

**Visit the Postal Store® for new collectible postal items at [usps.com/store/home](https://usps.com/store/home).**

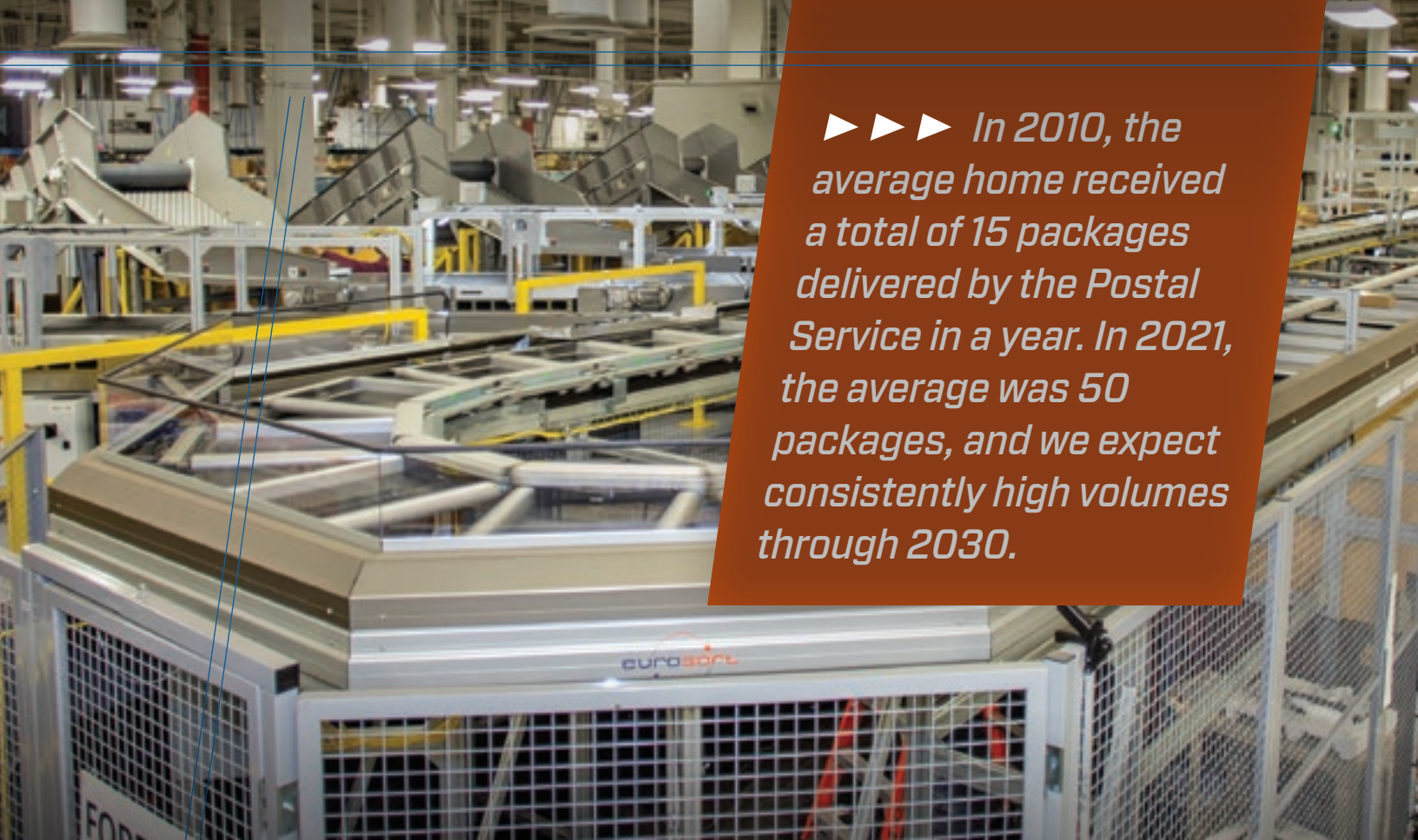




# MANY TIMES FASTER

## EXPANDING CAPACITY WITH AUTOMATION

*Over the next 10 years in every community in America, the demand for quick, efficient and reliable package delivery will continue to rise. For the Postal Service, this means regional and local package processing operations need to get a handle on — and get ahead of — rising package volumes. ▶▶▶*



▶▶▶ *In 2010, the average home received a total of 15 packages delivered by the Postal Service in a year. In 2021, the average was 50 packages, and we expect consistently high volumes through 2030.*

**Above:** Automation is helping to expand the Postal Service's capacity to handle packages.

**Y**ears of underinvestment in processing and delivery operations resulted in too many manual operations to sort and move packages within facilities. Uneven workflows and unexpected volumes of packages would stress people and operations — and too frequently result in missed schedules.

When faced with the extreme package volumes of the 2020 holiday season, the shortage of automation across the network sometimes resulted in gridlock in processing facilities. Relatively slow

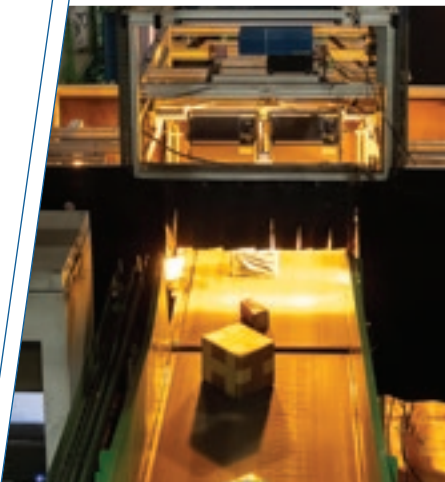
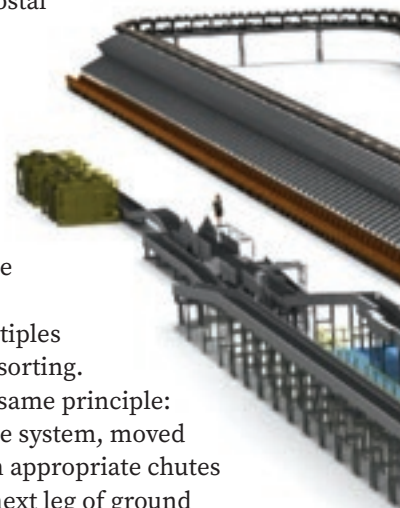
manual operations and the lack of space to absorb high volumes compounded to slow package processing to a crawl.

In the aftermath, and as part of the Delivering for America investments, the Postal Service aggressively acquired more than 40 processing annexes

and installed a variety of automated package sortation systems in 2021, including more than 112 additional Small Package Sorter Systems across the postal processing environment.

The many types of automated postal sorting systems have major impacts on efficiency and are deployed from large processing facilities to small delivery units. Package sorters speed the flow of packages — often many multiples faster compared to manual sorting.

Most sorters work on the same principle: Packages are loaded onto the system, moved down a conveyor, sent down appropriate chutes to bins and moved to their next leg of ground transportation. High-speed sensors, readers and imaging technology can enable information about the packages to be captured in real-time — dramatically improving accuracy and tracking



**Left:** The many types of automated postal sorting systems have major impacts on efficiency and are deployed from large processing facilities to small delivery units. Package sorters speed the flow of packages — often many multiples faster compared to manual sorting.

and powering digital solutions for customers, such as providing images of packages to be delivered for Informed Delivery® customers.

Investment in automation helped expand the capacity of the Postal Service to process thousands of additional packages per day in 2021, allowing employees to focus on other areas of processing.

### **What's next?**

This year and beyond will see more automation being deployed across processing and delivery operations. The next generation of sortation equipment will be deployed in large delivery units, to speed local sorting and provide greater data visibility — so that more packages are scanned mechanically at more sites.

The acquisition of Robotic Induction Systems to unload trucks and feed existing sorters will also get underway in 2022, with pilot projects and testing in a number of locations. Other automation projects — essentially adding automation to automation — include the installation of High Output Package Sorters and Flex Rover Systems.

**The Small Package Sorter Systems can process up to 5,000 packages an hour — roughly 12 times faster than an equivalent manual effort.**

The opportunity to apply cutting-edge automation throughout the mail and package workflow will add greatly to the speed of processing, which will significantly increase the Postal Service's capacity to induct and process higher volumes of packages. And building higher package capacity will enable revenue and volume growth in our package business.

With people and resources in more efficient roles, we create a better work environment that involves less manual movement of packages. Most importantly, automation investments in processing and delivery operations produce better on-time local and regional delivery performance — and that's the greatest promise of our automation investments.

**Below:** Next-generation sorting equipment captures real-time data about packages, dramatically improving accuracy and tracking performance.



**Left:** As part of its Delivering for America investments, the Postal Service is aggressively expanding the use of cutting-edge package sorting machines to reverse the adverse effects of years of underinvestment.

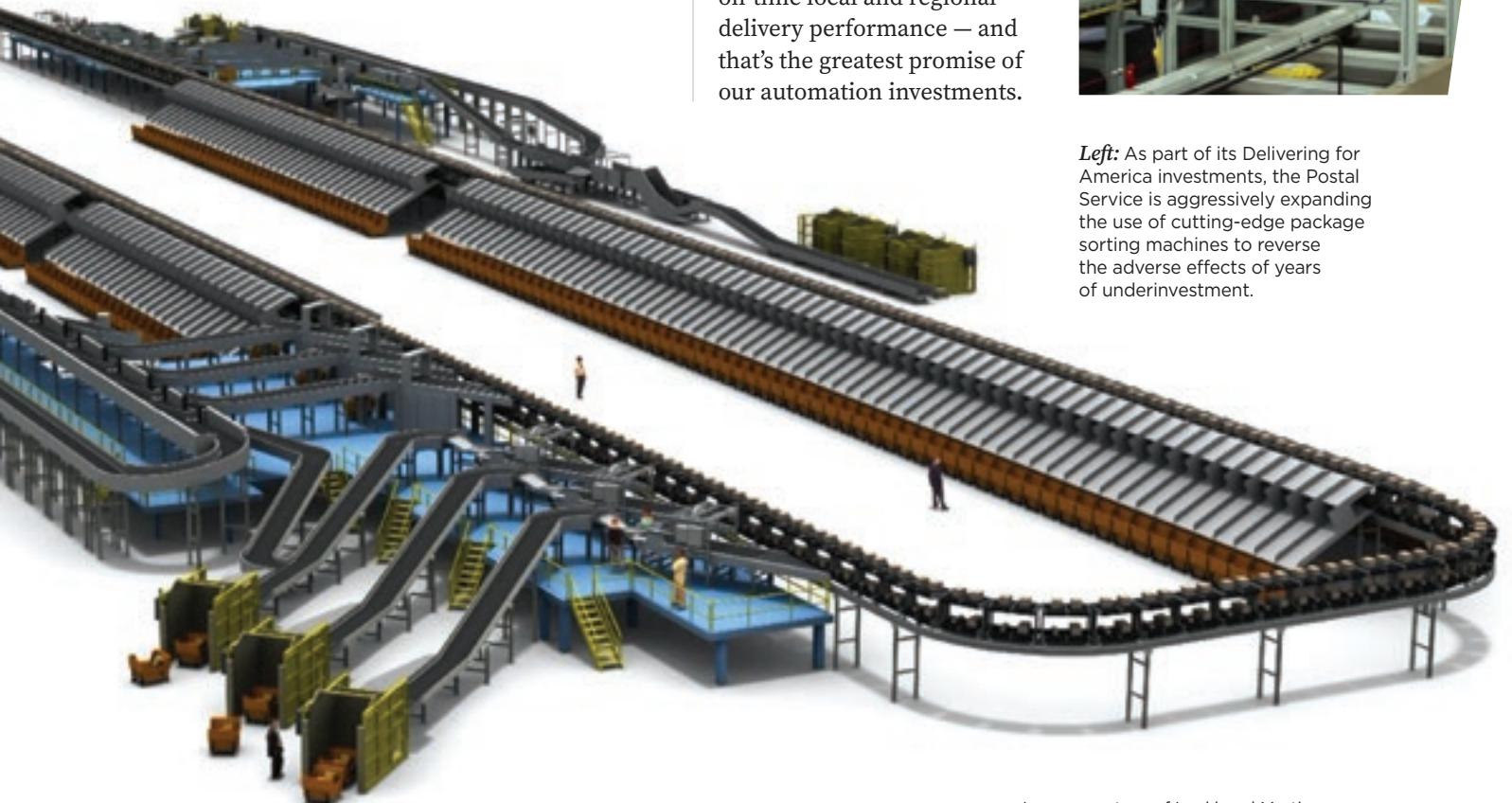


Image courtesy of Lockheed Martin



# POWERING NEXT-DAY DELIVERY

---

Who would have thought 20 or even 10 years ago that the **price** and **quality** of goods and services would take a backseat to the shopping **experience**? And yet, for the American consumer in today's e-commerce economy, the shopping experience is now the most important factor driving purchases.

This is why the Postal Service is transforming to give nearly every business in America the ability to deliver to their customers the next day.

**E**-commerce has changed the dynamics of the retail industry. Malls once teeming with shoppers now see less foot traffic. Traditional brick-and-mortar retailers are busily integrating curbside delivery and e-commerce sales into the physical footprint of their retail locations.

These changes have been swift and ubiquitous, and designed primarily to meet new customer experience expectations.

What defines this customer experience? It's the entire relationship a consumer has with a retailer — the user-friendliness of its website and customer service help desk; its stance on social issues and the influencers it employs; and especially the speed, reliability and convenience of the delivery experience.

This “experience first” concept is not new, but the disruption caused by the COVID-19 pandemic has made it more important. This is particularly true as more people order goods online based on when the package will arrive.

Delivery experience — and delivery date — is now a big part of the customer experience, and a true differentiator for retailers. Being able to get goods to customers quickly can make the difference between making sales or losing them.

### Scale gave speed advantages for some, but that's changing

The past decade has seen a growing divide between those businesses with the scale and fulfillment operations to deliver the next day, and those without. Leveling this playing field — by giving shippers of all sizes the means of

providing next-day shipping options to their customers — has the potential to fuel the next 10 years of e-commerce growth.

The so-called “haves” operate warehousing and fulfillment centers throughout the country and can promise next-day delivery if a particular product is in stock in a location close to the customer. This is what Amazon and some other big retailers do well.

---

**“In a way, we’re democratizing next-day delivery by giving any size business the ability to do what the largest businesses do — to affordably get their packages to their customers within a day.”**

— **Jakki Krage Strako**, USPS Chief Commerce and Business Solutions Officer

---

The “have nots” — lacking scale and volume and network infrastructure — rely on carriers to process their package volume and transport it across regions for last-mile delivery. This structure means that most products are more than a day away from being delivered, even if the product and the customer are in the same geographic region.

**84%**

of consumers put delivery service before price and product quality when making buying decisions.



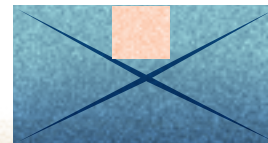
**47%**

of shoppers will cancel an online order if the transparency and speed of the delivery do not meet their expectations.



**87%**

say the delivery experience directly impacts their decision to shop with a merchant again.



**“We are now putting the structure in place to greatly expand the number of U.S. addresses we can reach with next-day package delivery.”**

— Louis DeJoy, Postmaster General

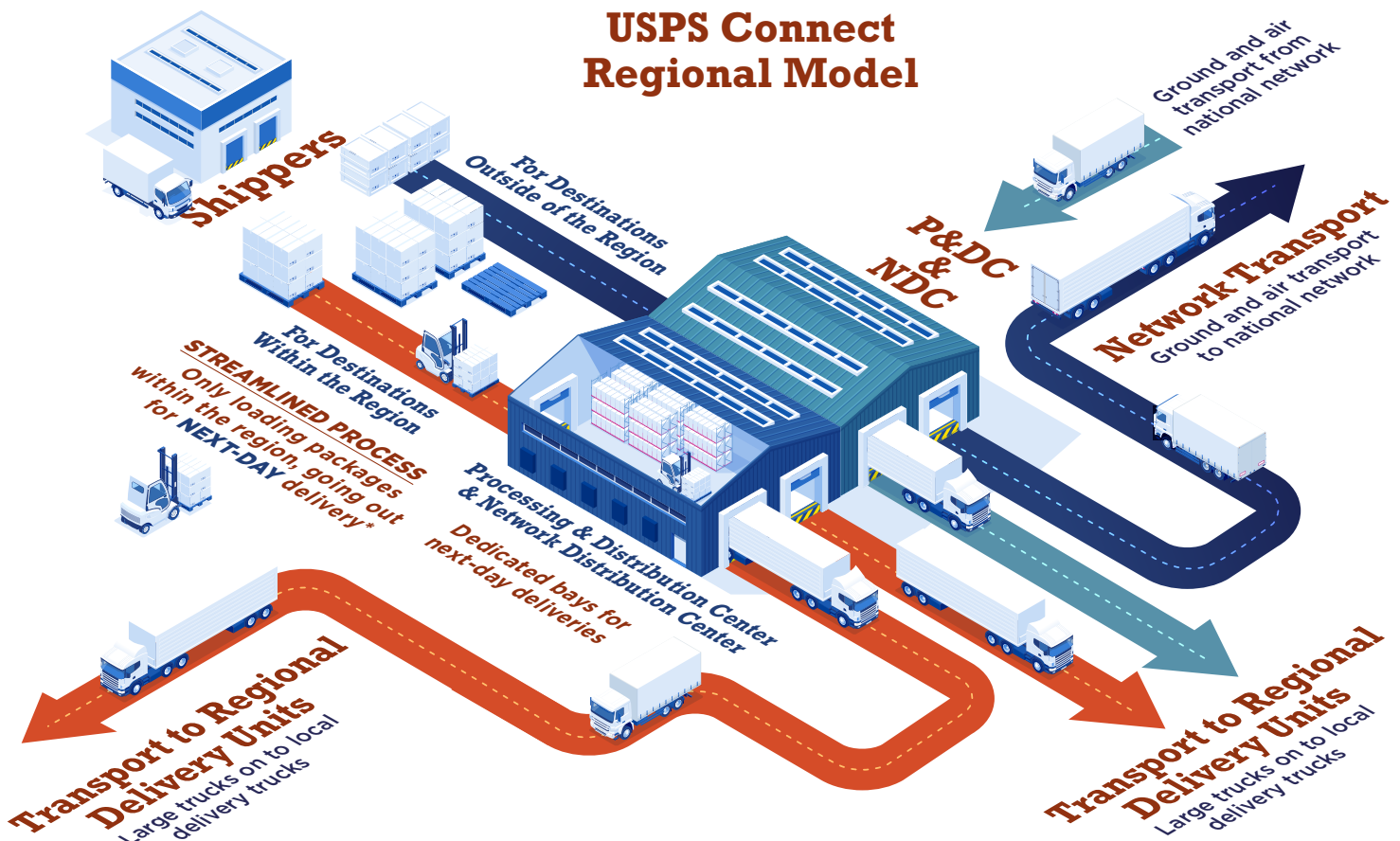
But what if shippers of all sizes could reach all of their regional customers the next day by delivering to one postal location instead of several? This is where USPS Connect: Regional levels the playing field.

The Postal Service is focused specifically on those shippers who have a lot of regional package volume. This is already a large market. In fact, regional package volume — traveling less than 150 miles to the consumer — accounts for a large percentage of the packages the Postal Service delivers today. The goal is to convert nearly all of this regional volume into next-day deliveries — which effectively means that more than half of all Postal Service deliveries will eventually be next-day deliveries.

USPS Connect: Regional will be a strong, affordable offering for e-commerce shippers; they will simply need to segment their packages into those for next-day regional delivery and those traveling outside their regions. We also expect fulfillment businesses to grow their businesses by promoting this offering to smaller e-commerce shippers.

Based on market research, we expect the USPS Connect: Regional offering will position the Postal Service well to compete for all packages that share origin and destination within a given region — and this will fuel growth of the Postal Service package business throughout the next decade.

## USPS Connect Regional Model



\* To applicable ZIP Codes

## The USPS Connect operating model is a simple three-step process

The core idea of USPS Connect: Regional is that package processing facilities will induct and process regional packages for regional distribution at night on existing destinating operations.

USPS Connect: Regional customers follow a simple three-step process.

Shippers first prepare their orders for fulfillment by packing them in boxes or bags and then scheduling a Facility Access and Shipment Tracking — or FAST — appointment any time before 6 p.m. With a third and final step, the shipper drops off the prepared shipments to the closest postal Processing and Distribution Center (P&DC) or Network Distribution Center (NDC) at the prearranged time.

From there, the packages entered as part of the USPS Connect: Regional offering are accepted at dedicated loading bays. They are processed and distributed within the processing facility. They are then transported to delivery units throughout the region for next-day delivery.

More than 200 P&DCs are being upgraded to handle shape-based mail flows and facilitate greater use of the Postal Service's ground transportation system.

This simple, streamlined workflow ensures that any regional package entered properly at a P&DC or NDC can reach any home in a region by the next delivery day.

## We're shaping the next-day delivery marketplace

Reach is one of the reasons the Delivering for America plan established new NDC facilities. By providing more entry and processing points for package shippers, the Postal Service greatly expanded its ability to reach thousands more ZIP Codes and tens of millions of potential customers the next day.



And as the postal ground transportation network is redesigned under the Delivering for America plan, the Postal Service will be able to move much higher volumes of packages to more destinations with higher reliability.

The Delivering for America plan re-envisioned how the Postal Service meets its unique mission to provide the nation a reliable, affordable and universal mail service while satisfying the demands of today's customers and their growing need for next-day package delivery. For the business community, USPS Connect is uniquely positioned to help sellers meet today's delivery challenges.

The impact of USPS Connect: Regional on the e-commerce marketplace will be significant. The competitive advantages of providing next-day delivery to consumers will spur retailers and fulfillment businesses to organize their logistics and fulfillment operations to better align with Postal Service regional delivery processing. Most importantly, by working with the Postal Service, our customers will be able to provide consumers with what they increasingly want: delivery of their online orders the next day.

# Making USPS Connect



**E**mbedded into every aspect of planning a new postal product or service is the goal to make it as simple and convenient as possible for the customer. This is especially true for digital experiences, where people want mobile and desktop tools that are easy to use and understand.

The digital reflection of the physical process — like the Informed Delivery images seen by 45 million residential customers — has to be useful and create

an experience that people want to have again and again.

This is also the standard for business customers, who want to see dashboards and tracking information expressed in digestible formats and reliable, secure mobile applications, with digital tools that enable quick decision-making. Giving customers simple and convenient digital control over their package shipping creates the kind of experience that builds value and loyalty.



# Easy to Use



## Data and toolkits for customers

Businesses that ship a lot of volume with the Postal Service are plugged into the data that tracks every package from the time a label is created until it's delivered. They do this through an Application Programming Interface (API), which is a portal from which customers can ingest a steady stream of relevant data about their packages, payments, transportation and other aspects of working with the Postal Service.

There are many postal APIs covering a wide variety of business needs, and the Postal Service is now taking a major leap forward in the kind of support we provide customers by creating an entirely new suite of these interfaces. The goal is to reduce complexity and provide a wider range of capabilities and features.

Importantly, the new postal APIs — in combination with software developer toolkits from the Postal Service — will help e-commerce businesses plug postal data into their own platforms and systems. The end result will be that more shippers will be able to create a great online shopping experience for their

customers and more readily provide shipping options through the Postal Service.

The Postal Service is also working across the software developer community to encourage the creation of new solutions and innovations to make it easier for people to order delivery from the Postal Service online. As we invest in best-in-class software and APIs, we expect to drive growth by enabling more businesses to work with the Postal Service.

## Supporting USPS Connect

As USPS Connect: Local and Regional rollout throughout the country, millions of customers will be making purchases online for next-day delivery by the Postal Service. The systems that enable these purchases through USPS Connect have been significantly upgraded and redesigned to provide a great experience for consumers when they order products online, and for our business customers when the order is fulfilled.

When launching USPS Connect: Local — which gives small businesses the ability to ship products to local customers the next day — the Postal Service product team focused on the digital experience of the small business. The key digital tool for using USPS Connect Local is Click-N-Ship® — which was upgraded to support frictionless, dropship-eligible, discounted local shipping for small businesses, plus the ability to use Apple Pay, credit card and other payment options.

---

**“Our technology strategy is a growth strategy, and by making our data and digital tools best-in-class and simple to use we will expand our customer base and grow the volume we deliver for the American public.”**

— **Louis DeJoy**, Postmaster General

---

USPS Connect: Regional, which is designed for large volume customers or fulfillment businesses — is powered by APIs that provide data customers can integrate into their own systems, or through purpose-built apps from the Postal Service. These apps enable business customers to easily and simply manage large shipping volumes, and integrate the postal shipping data needed to create a great shopping and delivery experience for their customers.

The design of new IT systems and features involves a lot of testing and learning how our customers think. We try to understand how they are going to use a mobile app or a desktop application, and what information they need for their business operations to be successful, so that people value and want to use them. Making it easier for customers — big and small — to digitally connect and transact with us for their shipping solutions will help power our package growth in the coming decade.

# CHANGE

## Delivering a Great USPS Connect

**Pritha Mehra**, executive vice president and chief information officer, and **Jerry Wheeler**, executive director CIO architecture and strategy, talk about making the digital tools that power USPS Connect.

### JERRY WHEELER

Executive Director  
CIO Architecture  
and Strategy



**There is a tremendous amount of competition to be the delivery provider a business prefers. How do information and information technology fit into the customer's decision to use the Postal Service?**

**PRITHA MEHRA:** It really starts with the experience. We can harness a tremendous amount of information throughout the delivery process, but the customer asks simple questions. Are we easy to work with? Do the digital tools we offer provide confidence and a good feeling? Is working with the Postal Service simple and intuitive? To win and keep customers, it helps quite a lot if the answers are “yes.”

**JERRY WHEELER:**  
We want people to use our stuff — like tracking or labels — so we

need to make it easy for public developers to use. That means making our interfaces work like 100 other companies or what I call “industry normal.” When developers look at our interfaces, we want them to think: “Cool... this is easy. I’ve seen this before, so I can do it.”

**Are there new customer tools associated with USPS Connect?**

**PRITHA MEHRA:** It’s so important to remember that our business customer has to

# LEADERS

## Information Experience

### PRITHA MEHRA

Executive Vice President and  
Chief Information Officer



answer to their own customers for every package shipment, so they need to be able to see where their packages are in the process, and have every bit of information at their fingertips. The small business customer gets this and much more with the revamped Click-N-Ship.

**JERRY WHEELER:** We've significantly upgraded our mainstay Click-N-Ship for USPS Connect: Local, which is especially intended for small businesses and local deliveries. We've added payment systems, special labeling, and visibility specifically for packages that will be entered and delivered locally.

### What are we doing differently for larger customers?

**PRITHA MEHRA:** Their needs are more complex and can involve many thousands of packages a minute, which impacts logistics and transportation to smoothly induct

large volumes. For instance, when consumers order online, they are likely using some of our software without even knowing it, and that software feeds data back and forth with the Postal Service as soon as the order is placed. We are dramatically expanding the IT tools and data our customers can use for USPS Connect: Regional and other offerings.

**JERRY WHEELER:** We spend a lot of time working with our customers' software developers to collaboratively build tools that are valuable and meet their needs. We are also making it easy and seamless for our processing operations as well. Incoming volume has to be labeled and delivered to us correctly to ensure smooth and timely workflow. Our IT systems tie everything together for the customer and the Postal Service.

### What else should customers expect in the coming year?

**PRITHA MEHRA:** Hopefully they'll see a lot of investment and engagement from the Postal Service in the form of digital and data solutions to win and keep their business — because that's our focus.



# DEFENDING AMERICA'S COMMUNITIES

## The United States Postal Inspection Service's crucial role in the fight against the opioid crisis

**T**he United States Postal Inspection Service since its inception has served as a protector of the American public. By defending the sanctity of the mail system, postal inspectors are uniquely positioned to uphold the safety and security of every address and every community in the nation. This role has never been



more important, as the country battles the menace and destruction of the opioid epidemic, a crisis that is attacking the very heart of America.

The opioid crisis is unlike any other public health emergency this nation has faced. What began as the over-prescription and abuse of regulated medicines has morphed into an international scheme to illegally manufacture, ship and distribute massive amounts of synthetic opioids using the anonymity of online marketplaces.

The misuse of these lethal synthetic opioids — especially fentanyl,

which can be 80 to 100 times more potent than morphine — is the main contributor to an unprecedented level of drug overdoses across America that now causes more than 100,000 deaths each year.

Postal employees live, work and serve in every community and see firsthand the gruesome reality of drug abuse. Ending this crisis is a personal mission for the Postal Inspection Service.

### A pivotal role

As the law enforcement arm of one of the nation's most trusted public institutions, postal inspectors have an ability to work with individuals and communities that can feel forgotten in the broader, national



effort to combat the opioid epidemic.

Additionally, longstanding insight and understanding of opioid trafficking helps shape national strategies to eliminate the trafficking of illicit drugs into and within the U.S.

The magnitude of the opioid crisis requires focused organizational efforts that can leverage the scale and reach of the Postal Service. The Contraband Interdiction and Investigations, or CI2, program — composed of a team of cross-functional investigators and drug crime experts — leads the Postal Inspection Service’s efforts to eliminate illicit drugs and other contraband in the mail.

Advanced technologies are a core capability. The Postal Inspection Service employs sophisticated data technology to predict criminal patterns and discover insights that boost drug seizure rates. The Postal Inspection Service also shares real-time data with local, national and international law enforcement partners.

### Frontline collaboration and coordination

Given the complexity of illicit drug trafficking, no single organization can fight this battle alone. The Postal Inspection Service works with partners across the government, including Customs and Border Protection, the Drug Enforcement Administration, the Federal Bureau of Investigation and the Departments of Homeland Security, Justice, and State.

These partnerships allow the Inspection Service to better advance its mission to enforce the laws that defend the nation’s mail.

International partnerships are increasingly important, too, as



## NARCOTICS SEIZED & WEIGHT

FY2021

### METH



**2,143** seizures  
**8,700** lbs.

### SYNTHETIC OPIOIDS (FENTANYL)



**780** seizures  
**948** lbs.

### COCAINE



**1,966** seizures  
**5,164** lbs.

### HEROIN



**204** seizures  
**151** lbs.



## ON THE CUTTING EDGE

ADVANCED INVESTIGATIVE PRACTICES  
AND TECHNOLOGY ALLOW ILLICIT  
DRUG INTERDICTION.



While holding drug traffickers accountable, law enforcement is also working to save people from overdosing and helping them get treatment.

If you or someone you know is in need of addiction treatment, please contact the National Helpline:

**1-800-662-4357**  
**(1-800-662-HELP)**  
[samhsa.gov](https://www.samhsa.gov)

Find treatment near you:  
[FindTreatment.gov](https://www.findtreatment.gov)

More resources:  
[hhs.gov/opioids](https://www.hhs.gov/opioids)

many illicit drugs enter the U.S. along the southern border with Mexico, where cartels work with criminal networks in China and other countries to manufacture illicit drugs intended for the U.S. To combat this, a postal inspector is now embedded with the European Union Agency for Law Enforcement Cooperation, and the Postal Inspection Service has worked diligently to build relationships with the United Nations Office of Drugs and Crime, the International Narcotics Control Board and preeminent non-government agencies around the world.

The Postal Service also employs a robust, automated sorting process at all International Service Centers to quickly track a higher volume of packages. And, by using shared parcel sorting machines, the Postal Inspection Service and Customs and Border Protection have created an agile and collaborative law enforcement effort that makes it harder for traffickers to smuggle drugs into the country.

The Postal Inspection Service is highly focused on working throughout

the Postal Service to advance its mission to protect postal workers. Through its Strategic Training Initiative, the Postal Service provides comprehensive annual training to employees on what to do if they encounter potentially harmful mail. The Postal Service also equips facilities with naloxone to reverse overdoses in the unlikely event of accidental exposure.

**“We are implementing innovative investigative techniques and cutting-edge analytics. I am committed to working with our federal, state and local partners to combat this public health emergency.”**

— Gary Barksdale, Chief Postal Inspector

Postal inspectors have been directly involved in seizing millions in illicit opioids, stopping hundreds of criminal enterprises and saving countless lives by disrupting the flow of deadly drugs. While the battle is constant, the nation’s oldest law enforcement agency has proven throughout its long history that it will never stop protecting the public.



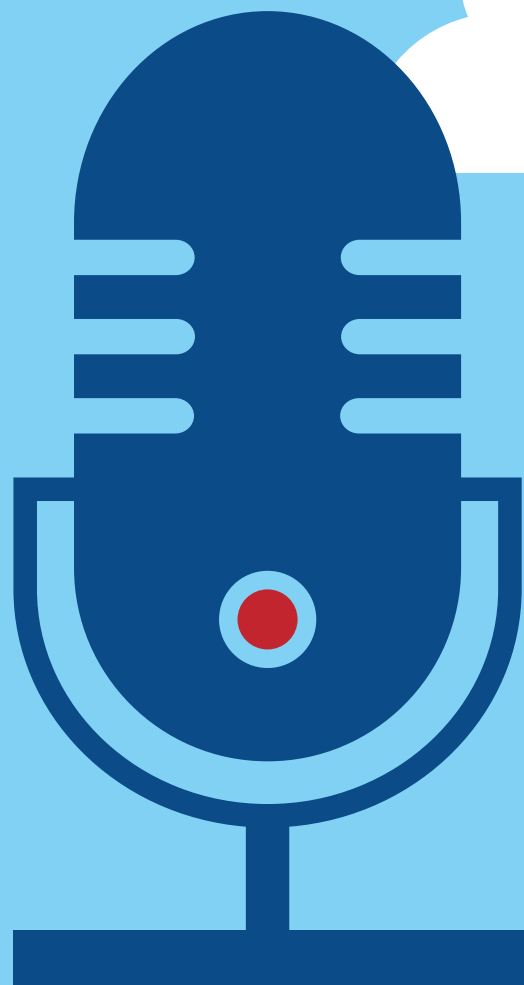
# Mailin' it!

## The Official Podcast of the United States Postal Service

Nearly every person in America experiences the Postal Service every day — by saying hello to a mail carrier, passing postal vehicles on the street, visiting a Post Office™ location or just by the simple act of reading one's mail at the end of the day. But really, how well do you know the United States Postal Service?

*Mailin' It!* takes you behind the scenes and explores the rich role and history of a thoroughly American institution. Join our hosts Yasmine Di Giulio and Dale Parsan for a fun look at your United States Postal Service.

Visit [about.usps.com/newsroom](https://about.usps.com/newsroom) or scan the QR code below to begin listening.





475 L'Enfant Plaza SW  
Washington, DC 20260-2166

Moving? Log on to LiteBlue using your employee ID and password; then go to the Employee Apps - Quick Links carousel and select Change of Address. Or, you can request PS Form 1216, *Employee's Current Mailing Address*, from your supervisor.

All districts should send PS Form 1216 to HRSSC Compensation/Benefits, PO Box 970400, Greensboro, NC 27497-0400.



This publication provides notice of USPS trademarks by capitalizing their initial letters. USPS registered marks include United States Postal Service, Priority Mail Express, Priority Mail, First-Class Mail, Click-N-Ship and Parcel Post. Unregistered marks include Postal Service, Post Office, USPS Tracking, USPS Connect, and Signature Confirmation.

The USPS Eagle symbol and logotype also are registered trademarks of the United States Postal Service. All rights reserved. For more information visit [USPS.com](https://www.usps.com).

USPS Eagle © 2021  
United States Postal Service



## First-Class Mail

PRESORTED  
First-Class Mail  
Postage & Fees Paid  
USPS  
Permit No G-10

## Stay in touch with the latest news

Download the digital version of *The Eagle* magazine; listen to *Mailin' It!*, our corporate podcast; and read *Postal Posts*, our corporate blog at [about.usps.com/newsroom](https://about.usps.com/newsroom)

Articles and updates via email on Link mobile [www.usps.link](https://www.usps.link)

Benefits and workplace resources on *LiteBlue* [liteblue.usps.gov](https://liteblue.usps.gov)

Postal videos and tutorials on YouTube [youtube.com/usps](https://youtube.com/usps)

On our postal social platforms  
[facebook.com/usps](https://facebook.com/usps)  
[twitter.com/usps](https://twitter.com/usps)  
[instagram.com/uspostalservice](https://instagram.com/uspostalservice)  
[linkedin.com/company/usps](https://linkedin.com/company/usps)

Sign up for Informed Delivery [informedelivery.usps.com](https://informedelivery.usps.com)

