

Expanded services



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groceries online by 9 p.m., carriers then gathered at a central location early the next morning to collect the packaged grocery orders, and we delivered the groceries between 3 a.m. and 7 a.m.

“One of the best ways to increase revenue for the Postal Service is to expand service to the American people.”

Since then, due to the success of the program, the test has expanded multiple times and now includes many areas and ZIP codes throughout the country. In addition to the expansion of the test, along the way several changes have been made to how and when we deliver these groceries. Some of the changes include how we receive the groceries for delivery, how the groceries are packaged and labeled, and the timeframe in which we deliver them.

An early change included the creation of two delivery windows, one later in the morning, beginning at 10 a.m., and one in the afternoon. Instead of the early-morning delivery window, these new timeframes usually allowed regular carriers to deliver the groceries during the normal course of delivering their route. This new method of delivery was also aided by the fact that the groceries were packaged and dropped off directly at the delivery unit where the letter carriers work and deliver their routes each day.

More recently, the delivery windows were modified again to include two new timeframes, one between 7 a.m. and 10 a.m., and one between 10 a.m. and 1 p.m. Again, the idea is that regular carriers will still deliver in their normal line of

travel or, if necessary, deviate to make the delivery on time.

In the beginning stages of this test, groceries were packaged and delivered in unaddressed totes. From there, testing switched to utilizing insulated boxes to package the groceries; however, this packaging proved to be too difficult to use and the delivery method switched back to the utilization of totes. Currently, the totes have address labels and barcodes for easier delivery, and they even contain return slips so customers can have their carriers pick up the totes and return them for reuse.

So far, this test has been a success with unlimited potential in the future. At present, the test has expanded to include 2,006 ZIP codes throughout the country.

Same-day parcel delivery—In 2012, USPS began testing a same-day delivery concept called Metropost. The service was intended for use in select major cities and metropolitan areas and provides same-day or next-day delivery service to customers within a 10-mile radius from participating retailers. Parcels are picked up from these retailers, or at times dropped off at delivery units by some retailers, and then delivered to customers by 8 p.m. on the same day.

On Dec. 16, 2015, after successfully being tested, the Postal Service ended the test and made this same-day delivery service an option for customers. More recently, in May of this year, the name of this service was changed to Priority Mail Same Day. The concept is the same and the service continues to be successful.

In June, a major retailer began offering Priority Mail Same Day from one of its locations in California. If this service proves to be successful, it is possible this major retailer will expand this service to its customers at different locations in other parts of the country.

Sunday and holiday parcel delivery—In November 2013, the Postal Service began a test of delivering parcels on Sundays and holidays in more than 900 ZIP codes nationwide. In 2014, the number of ZIP codes delivering parcels on these non-traditional days grew to 7,000. By July of this year, the number of ZIP codes offering this service increased to 8,590 and this service continues to be an overwhelming success. As always, we have provided excellent service, and we look forward to it being a large part of our future.

We have unlimited untapped opportunities now and in the future to provide more services like these for our customers, generate more revenue to strengthen the Postal Service and create more jobs for our craft to enhance job security. To those who have worked so hard to make these service offerings successful, thank you for a job well done!