

# Postal Service annual report



**Timothy C. O'Malley**

**I**n 2015, the Postal Service's First Class volume went down by 1.2 billion pieces, to 154.2 billion pieces. As you know, recent legislation wanted to put a trigger at 140 billion pieces. The idea was that at a certain point, we should go to five-day delivery. This is a concern and we should all be working to maintain first-class mail volume every chance we can. Pay your bills by mail. Send your correspondence and cards and letters by mail.

The good news about the report is that for the third consecutive year, annual revenue increased to \$68.9 billion. Also, the revenue in 2015 is as high as it was in 2004, so we are moving forward. Check out the graph below to see the positive revenue trend.

someone call them to discuss our products and submitted the lead to NALC Branch Coordinator Michelle Trevino.

The business cited cost, ease of use, tracking and transit times as key needs. The owners also wanted to avoid the surcharges FedEx had been imposing. Since their packages normally weigh between one and 12 pounds and are primarily sent to residences, Priority Mail proved to be an ideal fit. As a result of Mendoza's efforts, the Postal Service will generate \$350,240 in new annual revenue.

**Cumberland, MD Branch 638 member Pat Wilt** listened carefully during a recent stand-up talk given by a business development specialist, who spoke about customers who have postage meters and want to use them for packages. The BDS explained that as of earlier this year, packages are required to have a barcode for tracking purposes and that we have an easy fix with some free software. Wilt used the relationship he'd built with CBIZ to explain to the business that they needed to be in compliance when it metered a package.

Wilt gave the Customer Connect lead to his postmaster, who entered it as a lead. The BDS found that CBIZ was also using FedEx. She visited the business to help them print their first barcoded label. Thanks to Wilt's lead, the Postal Service gained \$92,717 in new revenue.

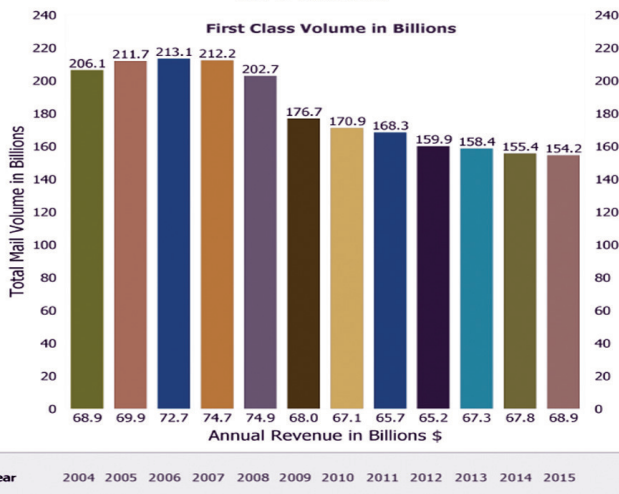
**A Customer Connect lead for Spink USA** was submitted by Jamaica, NY Branch 562 member Alexander Lee. This company was founded in London in 1666 and has since developed into the world's premier collectables auction house. It specializes in the auctioning and private sales of stamps, coins, banknotes, medals, bonds and shares, autographs, books and fine wines. Spink USA was shipping more than 50 packages a day using FedEx overnight.

The customer's main concerns were pricing and pickups. Lee reassured them that their products would have tracking and free carrier pickup. The carrier took down the customer's information and said someone from the Postal Service would help them set up a USPS account and get them more information on USPS pricing.

Spink USA expects to increase last year's sales with continued growth through online selling and through increasing international business. The estimated new annual revenue for this sale is \$221,760.

**Centennial Colorado Branch 5996 member Javier Vigil** approached Rocky Mountain Popcorn a year ago about switching to the Postal Service, but the manager was not interested at the time. The carrier recently saw changes in the company's management and again approached the customer about USPS shipping solutions. As a result of Vigil's persistence and determination in submitting this lead, the Postal Service will receive an estimated \$250,600 in new annual revenue.

**USPS Numbers**



## Recent Customer Connect success stories

**AZ Cycle Parts is an Arizona-based company that specializes** in selling used parts for motorcycles, sport bikes and ATVs. Owners Terry Davidson and Mark Rau attribute their success to an active and thriving eBay business. However, as their shipments were growing to 600-plus items per week, they became aware and concerned about their rising shipping costs.

Phoenix, AZ Branch 576 member Rosa Mendoza realized the company was sending parcels through FedEx and approached them about switching to the Postal Service. She offered to have