

More services, more revenue



Christopher Jackson

As everyone knows, the e-commerce boom has resulted in a dramatic increase in the number of parcels being shipped through the Postal Service and ultimately delivered by letter carriers. NALC has always stood by the firm belief that one of the best ways to increase revenue for the Postal Service is to take advantage of this increase in parcels and expand delivery service to the American people. Over the past several years, USPS has been doing exactly that, both inside and outside of our traditional delivery days and hours.

With the help of letter carriers, USPS responded to our customers' demand and began offering services such as same-day, next-day, Sunday and holiday parcel delivery. Recently, the Postal Service informed NALC of some very exciting news regarding these types of nontraditional deliveries.

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The Postal Service has entered into a partnership with a major retailer to begin testing same-day parcel delivery. Initially, USPS will pilot test this service at four of the retailer's stores, located in Kennesaw, GA; Somerdale, NJ; Gilbert, AZ; and Scottsdale, AZ. These locations were chosen based on estimated volume within the delivery area. Customers who live or work in ZIP codes within three miles of the Destination Delivery Unit (DDU) that service the participating stores will be eligible.

This service will be provided Monday through Saturday, with pickups from the stores starting at 1 p.m. and delivery completed by 6 p.m. the same day. Customers can place orders online; the orders will then be collected from the store, sorted at the DDU and ultimately delivered by letter carriers.

The Postal Service has informed NALC that if the pilot sites are successful, it intends to expand this partnership across the country. With this retailer having more than

5,000 stores nationwide, I hope this test proves a great success.

In addition to that partnership, the Postal Service also has begun a retail pharmacy next-day delivery program with a major nationwide retail drugstore. When fully implemented, the program will provide next-day prescription delivery service from 9,800 retail store locations. The pharmacies will use Priority Mail for local shipments of retail prescriptions and other store products. This service will include USPS employees performing late afternoon pickup of the packages at the pharmacy counters Monday through Friday from 4 p.m. to 5 p.m. and Saturday from 3 p.m. to 5 p.m., and then delivering them to customers the next day. It's obvious how such a service would be very beneficial to our customers as well as to the Postal Service's bottom line.

A stand-up talk will be given to all carriers regarding the partnerships with retailers.

Sunday and holiday delivery

Sunday and holiday parcel delivery continue to be an overwhelming success. Each week I meet with officials at USPS headquarters, and one topic we always discuss is the performance of these services. Letter carriers are consistently delivering about 2.5 million Parcel Select packages each Sunday and holiday, and as always have provided excellent service with an on-time delivery rate above 99.5 percent.

Last year, the Postal Service also began delivering Priority Mail on Sundays and holidays. This service continues to grow; USPS recently started offering it in 21 additional postal districts. The number of Priority Mail packages being delivered currently averages only around 200,000 pieces per Sunday and holiday, but the on-time delivery rate is very similar to that of Parcel Select.

The delivery of Priority Mail on these nontraditional delivery days is important not only to our mailers but also to the Postal Service and its employees. I look forward to this new service being a large part of our future.

We have so many opportunities 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. The great success these programs are realizing today, and will realize in the future, is a direct result of the tireless efforts of letter carriers nationwide.

For the hard work letter carriers do seven days a week, 365 days a year, to make these service offerings so successful, I would like to say thank you for a job well done. Keep up the great job delivering the nation's mail.