



Tampa Bay Suncoast Postal Customer Council

PO Box 23262

Tampa, FL 33623-3262

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JULY NEWSLETTER 2023



USPS Launches Ground Advantage Service

USPS Ground Advantage Service combines USPS Retail Ground, First-Class Package, and Parcel Select Ground services (as well as returns options such as First-Class Package Return service and Ground Returns) into a single, streamlined ground shipping service.

It's a perfect option for shippers of all sizes who want affordable domestic ground shipping to all 50 states, U.S. military bases, territories, possessions, and Freely Associated States.

- Packages delivered in 2–5 business days.
- Best-priced service for items up to 15.999oz, based on weight (rounded up to 4oz, 8oz, 12oz, and 15.999oz) and zone (distance).
- Packages greater than 15.999oz are charged by the pound up to 70lbs (rounded up).
- Free Package Pickup service at your home or office.
- Pay for postage using stamps, a self-service kiosk, Click-N-Ship service, or at a Post Office location.
- Tracking is included.
- Business customers can use USPS Ground Advantage return service as a convenient option for customers who need to send items back.
- \$100 insurance is included (for both outbound and return shipments), and you can purchase up to \$5,000 in additional coverage against loss or damage for merchandise.
- Primary option for sending hazardous materials (HAZMAT) that are only mailable using Ground Transportation.

UPCOMING EVENTS

7/11: Executive Board Meeting on Zoom, 11am-12pm.

8/8: Executive Board Meeting on Zoom, 11am-12pm.

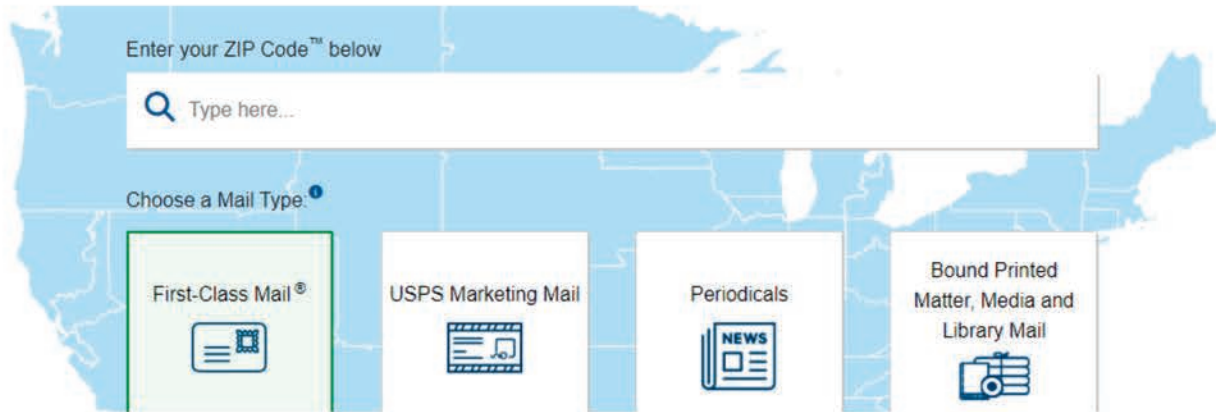
8/17: Sunset Boat Cruise! Food, drinks, fun! More details to come at TampaPCC.org.

9/22: PCC Day! Interested in being a speaker or vendor? Contact us!

12/15: PCC Holiday Event 2023!

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Service Performance Dashboard Marks Important Milestone



The U.S. Postal Service launched an online service performance dashboard, consistent with one of the operational reforms included in the Postal Service Reform Act.

After prompting users to enter only a ZIP Code, the website provides customers with a variety of useful information, including the percentage of on-time delivery for specific mail and shipping products in each USPS district. This data, updated weekly, is based on scans collected when mail enters the network, during processing and at the point of delivery.

One of the goals of Delivering for America, the Postal Service's 10-year plan for achieving financial sustainability and service excellence, is to ultimately deliver at least 95 percent of all mail and shipping products on time. This new website marks an important milestone as the Postal Service strives to reach that goal.

It also demonstrates efforts to measure the organization's delivery service, while better serving and informing the American public on the journey to become the high-performing, operationally precise Postal Service detailed in the Delivering for America plan, and that will provide customers with excellent service for decades to come.



Latest USPS Report Shows Improved Delivery Performance

The average time for the Postal Service to deliver a mail piece or package across the nation is 2.5 days.

FY23 third quarter service performance scores covering April 1 through June 23, included:

- 92.4% of First-Class Mail delivered on time against the USPS service standard, an increase of 1.3 percentage points from the fiscal second quarter.
- 95.8% of Marketing Mail delivered on time against the USPS service standard, an increase of 1.4 percentage points from the fiscal second quarter.
- 88.8% of Periodicals delivered on time against the USPS service standard, an increase of 2.3 percentage points from the fiscal second quarter.

The Postal Service continues to make service delivery improvements. Currently, 98% of the nation's population receives their mail and packages in less than three days. This percentage recently improved, and USPS is working hard to correct service-related issues in the other limited areas.

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Meet Bret Moriarty, the Director of Workplace Services for Raymond James and Associates. He holds an MBA from Saint Leo University and is a certified green belt in lean six sigma.

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Two Decades of Recognizing Heroic Staff

The U.S. Postal Service is observing the 20th anniversary of the Postmaster General Heroes' Program, which was created in 2003 to commend USPS employees who go above and beyond the call of duty in a variety of situations, such as assisting lost children, getting help for sick or injured customers, spotting fires, and more.



Around 5,500 individuals, known as PMG heroes, have been recognized through the program, which reflects a simple, yet powerful, idea: Because they know the habits of their customers and the rhythms of their communities, Postal Service employees are often the first to notify emergency personnel and render aid when something is wrong.

Original honorees in the first year of the program included Daun Darnell-Lumm, who is currently a rural carrier in Melbourne and was commended for rescuing a man whose foot was pinned under an automobile while delivering her route in 2003.

Today, potential PMG heroes are nominated by postal colleagues. After approved nominees receive a commendation letter from Postmaster General Louis DeJoy, they are featured in the "Heroes' Corner" column on Link, the organization's national employee news site, where it has become a popular mainstay. In 2020, "Heroes' Corner" received a national award for excellence in employee communications.

PMG heroes' stories are archived at link.usps.com/heroes to illustrate how Postal Service employees do so much more for their communities than deliver mail.

NEW FOREVER STAMPS

USPS commemorates the life and legacy of Congressman John Lewis (1940-2020), a key figure in some of the most pivotal moments of the Civil Rights Movement.



USPS celebrates one of nature's most beautiful wonders with 12 new Waterfall stamps, representing many different types found in the United States.



NPF Attendees Experience One of the Most Successful Events in Years

With covid affecting all expos and trade shows nationwide in recent years, it's promising to see 2023 events returning to pre-covid levels of attendance. The National Postal Forum on May 21-23 in Charlotte, North Carolina finished with 4,309 attendees. This was a little over 1,000 more attendees than last year and about 25-30 additional exhibiting companies and sponsors.



Save the dates now for June 2-5, 2024 in Indianapolis, Indiana!

	ATTENDEES	MAILING INDUSTRY	USPS REPRESENTATIVES	EXHIBITORS
2019	4,471	2,962	729	780
2023	4,309	2,582	848	879

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