



January 31, 2012

Dear Valued Customer:

Last September, the U.S. Postal Service announced plans to make changes to service standards and the mail processing network. The proposed changes will allow us to evolve to a network appropriately sized for processing current and projected mail volume, and reduce our annual operating costs by several billion dollars. When fully implemented, this less costly, highly efficient mail processing network will benefit both the Postal Service and our customers.

We know that many of you have questions about the proposed changes. Our operational plans are still being finalized, which means there are some questions that cannot yet be answered. But we will continue to share information and answer your questions to the best of our ability at every stage of the process.

To that end, the Postmaster General has asked that we schedule webinars so he may speak to you directly. Next week, you are invited to participate in either of two informational webinars for mailers. The attached instruction sheet provides details about the webinars and how to connect to them. And as the process continues, local meetings and informational sessions for mailers will also be offered. In the meantime, please visit the "Information for Mailers" web page at <http://about.usps.com/news/facility-studies/welcome.htm>, featuring regularly-updated "Frequently Asked Questions" and other information about the proposed changes.

You and your business are very important to us. The coming months will be challenging for everyone when these changes are implemented. We are committed to working harder than ever with you to provide options and solutions whenever possible. We will communicate developments promptly, and allow adequate time to adapt to operational changes, to ensure reliable, affordable mail service for all of our customers throughout this process and beyond.

Sincerely,


Susan M. LaChance

Attachment

INSTRUCTIONS FOR PARTICIPATING IN MAILER WEBINARS

Webinar Times and Dates

Two webinars containing identical content related to the proposed changes to service standards and network operations will be hosted by Postmaster General Patrick Donahoe on:

Tuesday, February 7, 2012.....1:00 to 2:00 p.m. Eastern Standard Time
Friday, February 10, 2012.....10:00 to 11:00 a.m. Eastern Standard Time

How to Join the Webinars

Space is limited to 200 participants for each webinar; after that limit is reached, callers will not be able to connect. The webinars will feature both audio and visual content.

FEBRUARY 7 WEBINAR, 1:00 – 2:00 (EST): To both listen to and view the web conference (recommended), please follow these steps:

1. Browse to <http://meetingplace3.usps.gov/join.asp?2565921>
2. After the MeetingPlace window is open, click the **Phone Icon** (under the **Participant List** in the upper right-hand corner).
3. Click **Connect Me**, validate or update your phone number, and click **Connect Me** again.
4. When the system calls you, press **1** to join.

To listen to the audio only on February 7, please follow these steps:

1. From a phone, dial: 866-567-8049
2. Meeting ID: 2565921

FEBRUARY 10 WEBINAR, 10:00 am – 11:00 am(EST): To both listen to and view the web conference (recommended), please follow these steps:

1. Browse to <http://meetingplace3.usps.gov/join.asp?6076224>
2. After the MeetingPlace window is open, click the **Phone Icon** (under the **Participant List** of in the upper right-hand corner).
3. Click **Connect Me**, validate or update your phone number, and click **Connect Me** again.
4. When the system calls you, press **1** to join.

To listen to the audio only on February 10, please follow these steps:

1. From a phone, dial: 866-567-8049
2. Meeting ID: 6076224

Webinar Technical Support Information

Prospective participants should test their web browsers for compatibility with MeetingPlace by visiting: <http://meetingplace1.usps.gov/test/> prior to the webinar date. For MeetingPlace issues or questions, please contact the MeetingPlace Help Desk by phone at 1-800-343-1796, or by email to this address: <mailto:usps@meetingplace.net>.

Submitting Questions in Advance

Mailers may submit questions in advance to IndustryFeedback@usps.com. Please use the subject line “*Question for Mailer Webinars*” to ensure that your question is quickly identified in the Industry Feedback inbox. Questions relevant to mailers across the country are those most likely to be used in the webinars. Location-specific questions can probably not be answered at this time; they will be best answered at local meetings and informational sessions later in the process.