

USPS Report on PRC Service Inquiries for July 2020

Postal Regulatory Commission
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The Postal Regulatory Commission referred 47 inquiries to the Postal Service in July 2020. Customers received responses on average within 8 days.

Inquiries covered various topics that fell in to three main categories:

- Delivery Services 25- i.e., time of delivery, forwarding and method of delivery
- Customer Service 21 – i.e., hours of service , Collection Boxes, Indemnity Claims
- Policies/procedures 1 – i.e., general information, obtaining refunds or exchanging postage, suggestions and international inquiries

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

Wired worlds - Ruth Asawa stamps arriving soon



The Ruth Asawa stamps will feature 10 designs based on photographs of her intricate wire sculptures.

The Postal Service will release stamps honoring Japanese American artist Ruth Asawa — best known for her abstract wire sculptures — Thursday, Aug. 13.

Asawa (1926-2013) began making single-layered sculptures in the 1940s, but soon discovered an ability to create intricate works with intersecting, multilayered surfaces.

Inspired by natural elements such as plants, snail shells, insect wings and water droplets, Asawa transformed industrial material into transparent sculptures that challenged traditional definitions of the art form. Since her death, Asawa's work has reached wider audiences, with highly acclaimed exhibitions and publications organized by major museums and galleries across the nation.

Her work has been praised for evoking an undersea world, a magical upside-down realm and other environments. An advocate of community-based arts education, Asawa also received attention for her drawings, paintings, prints and large public projects.

Ethel Kessler, a USPS art director, designed the Forever stamps using 10 photographs by Dan Bradica and Laurence Cuneo. The 20-stamp pane's selva features a photograph of Asawa taken by Nat Farbman in 1954 for Life magazine. The stamps will be available at Post Offices and usps.com.

USPS restructured - PMG announces three operating units

The new organizational structure is focused on three operating units: Retail and Delivery Operations, Logistics and Processing Operations, and Commerce and Business Solutions.

In an effort to operate in a more efficient and effective manner and better serve customers, Postmaster General Louis DeJoy today announced a modified organizational structure for the U.S. Postal Service.

The new organizational structure is focused on three operating units and their core missions:

- Retail and Delivery Operations — Accept and deliver mail and packages efficiently with a high level of customer satisfaction. This organization will be led by Kristin Seaver.
- Logistics and Processing Operations — Process and move mail and packages efficiently to the delivery units, meeting determined standards. This organization will be led by David Williams.
- Commerce and Business Solutions — Leverage infrastructure to enable growth. This organization will be led by Jakki Krage Strako.

“This organizational change will capture operating efficiencies by providing clarity and economies of scale that will allow us to reduce our cost base and capture new revenue,” said DeJoy. “It is crucial that we do what is within our control to help us successfully complete our mission to serve the American people and, through the universal service obligation, bind our nation together by maintaining and operating our unique, vital and resilient infrastructure.”

As part of the modified structure, logistics and mail processing operations will report into the new Logistics and Processing Operations organization separate from existing area and district reporting structures. This includes all mail processing facilities and local transportation networks offices. Splitting operations into the two organizations of Retail and Delivery Operations, and Logistics and Processing Operations, is designed to allow for improved focus and clear communication channels. The transition to this new organizational structure will take place over the next several weeks. Transition coordinators have been identified to assist in the process.

These organizational changes do not initiate a reduction in force, and there are no immediate impacts to USPS employees. However, to prepare for future changes, the Postal Service has implemented a management hiring freeze and will be requesting future Voluntary Early Retirement Authority from the Office of Personnel Management for non-bargaining employees.