

Core Language

Title: Area Mail Processing Studies

Dear <INSERT NAME or "Customer">,

Thank you for contacting the United States Postal Service.

The Postal Service is facing the most critical period in its history. With the economic downturn and increased diversion to the Internet, mail volumes have dropped drastically. Even when the economy recovers, mail volume is not expected to return to previous peak levels. The mail volume decline has left the Postal Service with a mail processing network that is too large for the amount of mail it now processes.

As a self-supporting government agency that receives no tax dollars for its operating expenses, the Postal Service must rely on the sale of postage and products and services to generate revenue. In the face of unsustainable deficits due to the unprecedented decline in mail volume and loss of revenue, the Postal Service must seek ways to cut costs and reduce the size of its network.

We have to match our resources to the volume of mail we have to process. The fact remains that we have an excess capacity of equipment, staff and facilities to process a declining volume of mail. It is critical that we pursue the realignment of our network in order to improve efficiency and cut costs if the Postal Service is to remain viable.

To that end, the Postal Service is conducting Area Mail Processing (AMP) studies to evaluate the consolidation of mail-processing operations.

We recognize the significant employee and community concerns associated with any potential change in postal operations. As we undertake this AMP study, you can be assured we will seek the public's input and give full consideration to any concerns before making a decision.

Community meetings will be held in locations where studies are being conducted to give customers the opportunity to offer their input prior to a final decision and the Postal Service will make every possible attempt to minimize the impact to our customers.

Thank you for contacting us.

<INSERT NAME OF EMPLOYEE OR OFFICE>

Agent Scripting

Opening: Thank you for contacting the United States Postal Service regarding our recent announcement on Area Mail Processing studies.

Why: We have to match our resources to the volume of mail we have to process. To that end, the Postal Service is conducting Area Mail Processing (AMP) studies to evaluate the consolidation of mail-processing operations.

We recognize the significant employee and community concerns associated with any potential change in postal operations. As we undertake this AMP study, you can be assured we will seek the public's input and give full consideration to any concerns before making a decision.

Who: The list of facilities being studied is available at <http://about.usps.com/news/facility-studies/welcome.htm>. FAQs and additional information will also be available on this website. Comments can also be submitted on this web page.

Upcoming events:

Community meetings will be held in locations where studies are being conducted to give customers the opportunity to offer their input prior to a final decision

Notification for local meetings will be published in local newspapers and at facilities being studied.

Closing: Thank you for contacting us and giving us the opportunity to address your question.