

Chief Technology Office Overview

Scott Bombaugh

**Chief Technology Officer and
Executive Vice President**

National Postal Policy Council
December 8, 2020

Chief Technology Office – Who We Are

Scott Bombaugh
Chief Technology Officer



Engineering Systems



Linda Malone
Vice President

Enterprise Analytics



Jeffrey Johnson
Vice President

Innovative Business Technology



Gary Reblin
Vice President

Chief Technology Office – Where We're Headed

Vision

- Create a competitive advantage by leveraging emerging technology and applied analytics
- Innovate to deliver operational efficiencies, generate revenue, transform organizational performance and establish technology-enabled products

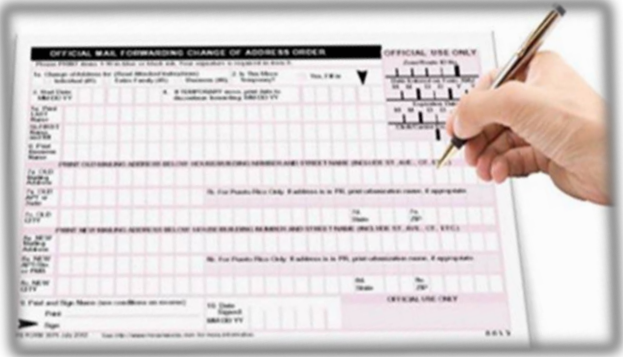
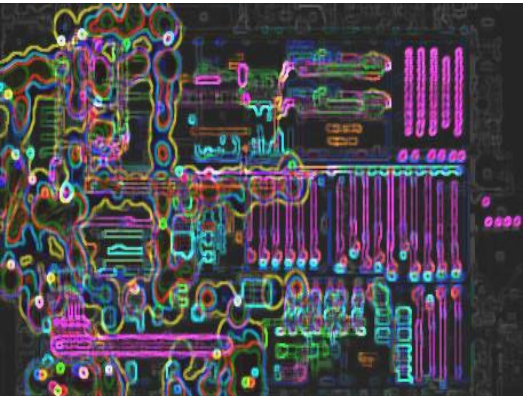
Strategies

- Shift from Dashboards to Applied Analytics
- Transform Enabling Technology for Delivery
- Build Highly Effective Factory of the Future
- Modernize Retail and Post Office Operations
- Establish a Vehicle Center of Excellence
- Innovate to Deliver Digitally Enhanced Products and Features



CTO Highlights

Build the Factory of the Future



Modernize Retail and Post Office Operations

- Deploy 100 Small Delivery Unit Sorter (SDUS) machines to 100 delivery units
- Deploy improved frictionless workflows to existing and new self-serve technology
- Deploy video analytics to monitor and communicate wait time in line (WTIL)

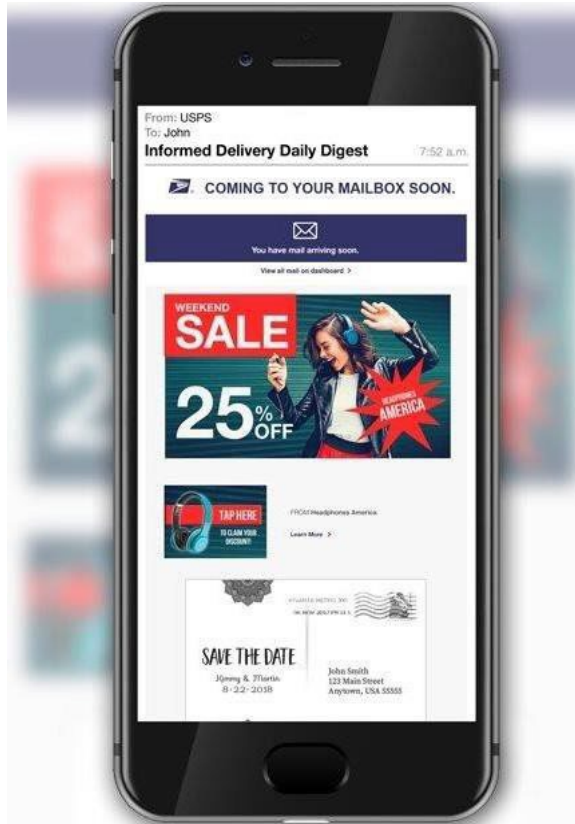


Establish Vehicle Center of Excellence

- Mixed Delivery Fleet and Next Generation Delivery Vehicle (NGDV): Modernize Right Hand Drive (RHD) purpose-built delivery vehicle fleet to meet current and future requirements
- Fleet Analytics: Use vehicle performance monitoring to improve predictive maintenance reporting and fleet health



Enhance Informed Delivery



- Increase the **value proposition** for shippers—and drive new shipping revenue
- Deploy **new features** to drive user affinity among small businesses and young consumers
 - Social media sharing
 - Packages and mail reminders to resend important notifications
- Grow the Informed Delivery **32.7 million user-base** by cross-selling user signups in other USPS applications
 - Just launched PO Box online program sign-up
 - Now can have multiple physical addresses go to one email

Transform Technology - New Mobile Delivery Devices

- Provide performance and safety feedback to employees
- Provide carrier scorecard for daily performance
- Provide real-time delivery performance measurement
- Provide perfect package scanning feedback
- Deploy safety analytics on the edge



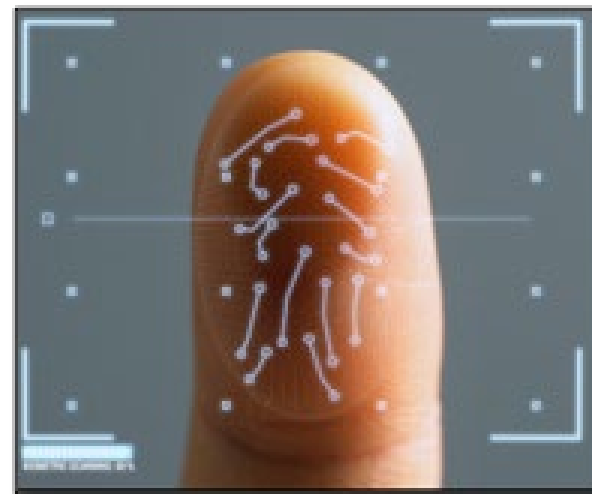
Use Data-Driven Decisioning and Employee Scheduling

- Logistics
- Last Mile
- Network
- Predictive Workload-Based Employee Scheduling



Commoditize address and geospatial technology and identity verification capabilities

- Leverage our vast **physical infrastructure** and retail footprint to deliver **revenue-generating identity-verification services** such as biometrics and in-person proofing
 - 99% of the US population is within 10 miles of a Post Office
- Leverage our **digital infrastructure** to launch **revenue-generating services**
 - Emerging Roads, ZIP Code Boundaries, Postal Geocoding, and APIs



Looking Forward

Together, let's continue to innovate, adapt and improve the customer experience.

