International Post Corporation

Postmaster General David Steiner Highlights USPS Progress, Growth Strategy and Foundational Role in American Commerce

05-05-2026

PHOENIX â€" In a keynote address yesterday at the National Postal Forum, Postmaster General and CEO David Steiner and key executives addressed thousands of mailing and shipping professionals. They updated attendees on the U.S. Postal Serviceâ€™s improving service performance, continued network modernization, innovation across products and digital capabilities, and strategy to drive growth and greater value for customers and partners. The keynote also underscored the Postal Serviceâ€™s 250-year legacy of supporting American commerce and communities and its continued role as both a national institution and an economic platform.

“The Postal Service you rely on is not standing still,” Steiner said. “Because the pace of change in commerce today is faster than ever, we do not get to choose whether the market changes. We only choose whether we are ready and whether we are agile enough to meet it.”

Framing the theme of the session as “Your United States Postal Service,” Steiner emphasized the close link between Postal Service performance and customer success. “Our legacy is your legacy. Our performance drives your success. Our network supports your business. When the Postal Service improves, your business improves,” he said.

The keynote also highlighted the broader role USPS plays in the economy — specifically at the center of the $1.9 trillion mailing and shipping industry, which supports 7.9 million jobs. “The Postal Service is not just a public institution with a proud history,” Steiner said. “It is also an economic platform — one that has enabled American commerce for generations, and one that still matters deeply to our country’s future.”

Additional Postal Service leaders pointed to USPS’s continued progress in transforming its operations and offerings, as well as new plans for 2026, including:

- Establishing exceptional service performance as the new normal;
- Modernizing the postal network through major investments in processing, logistics and transportation capabilities;
- Expanding digital and AI-enabled tools,

including predictive arrival times, route optimization, fraud detection, contact center improvements, Smart Lockers, self-service kiosks, Informed Delivery and the USPS API Marketplace;
- Strengthening mail and shipping offerings to better support the customer journey in an increasingly digital and AI-shaped marketplace; and
- Building more transparent, market-responsive ways of working with customers and partners to better align its network to their business needs.

Other presenters in the keynote session included Deputy Postmaster General, Chief Operating Officer and Chief Human Resources Officer Doug Tulino; Chief Customer and Marketing Officer Steve Monteith, Vice President of Network Solutions and Performance Excellence Greg White, Executive Director of Product Solutions Margaret Pepe; and Vice President of Strategic Sales Juan Nadal.

About NPF

NPF is a not-for-profit educational corporation established in 1968 by a group of major postal customers and mailers who were committed to an ongoing partnership with USPS. The forum provides education to business mailers, along with communication and feedback between USPS and its business customers, for a more responsive and efficient mail communications system.

Each year, the forum brings together thousands of businesses, mailing industry leaders and technology providers to collaborate on solutions that support innovation, efficiency and commercial growth across the mailing and shipping ecosystem.

Source: USPS

CLASSIFICATION: CORPORATE | WWW.IPC.BE © 2026