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More News »

CONTENTS - August 23, 2005

- **PARS excellence**
New processing system deployment complete
- **July financial results released**
Revenue for month under last year by 3.1%
- **Let the judging begin**
Carrier Pickup Tag Team Tagline entries being reviewed
- **IT Tip**
Have it your work way
- **Quotable Quotes**
A real benefit
- **Postscripts**
A-PLUS recognition
- **Mailbag**
A public thank you
- **Heroes' Corner**
Persistence saves a life
- **Newsstand**
Most retailers online today

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News Archives

Search

PARS excellence

New processing system deployment complete

With installation of scanning equipment at 87 Computer Forwarding System sites nationwide, the first phase of Postal Automated Redirection System (PARS) deployment is complete.



Change of Address Forms Processing System scanners (left) scan newly-designed Change of Address cards for employees at Remote Encoding Centers (right) to process.

The equipment is part of the Change of Address Forms Processing System replacing mechanized terminals previously used to manually enter information.

Engineering Program Director Raj Kumar says the key to success is a newly designed Change of Address card. "The

News Archives

Search

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cards can be read by an optical character reader," says Kumar. "The forms are all scanned and the images sent to one of four Remote Encoding Centers to be processed."

Headquarters and Area PARS team members worked with Engineering, Processing Operations, Customer Service Support, Supply Management, the National Customer Service Center, the National Center for Employee Development, the Maintenance Technical Support Center and Information Technology to complete the deployment.

The next phase of PARS deployment is scheduled to begin Aug. 29 and continue through August 2007 at 233 P&DCs. Full deployment to the Phase I and II sites is estimated to save more than 5.5 million labor hours annually.

[Back To Top](#)

July financial results released

Revenue for month under last year by 3.1%

Revenues of \$5.275 billion for July were in line with our forecast, as they were 0.5% (\$26 million) over plan. However revenues were 3.1% (\$170 million) less than July last year.

There was one less business day this year, which would represent a 3% to 4% revenue change. Net loss of \$251 million was \$9 million over planned loss. Total mail volume was 1.4% less than July last year. Standard and Periodicals were greater than July 2004, while First-Class Mail and all other classes declined.

Year to date (YTD), net income for the year is \$1.5 billion. This is \$1.182 billion greater than plan and \$1.329 billion less than the same period last year.

Revenue is 1.9% greater than plan, down from 2.1% over plan YTD June. Expenses have increased 3.7% compared to last year and are 0.1% below plan. The expense plan underrun is in non-personnel expense categories. Plan overruns in transportation costs due to increased fuel prices thus far have been offset by savings in other supplies and services.

Total mail volume is 4.5 billion pieces, or 2.6% greater, than the same period last year. First-Class Mail revenue is 1.3% below last year (\$391 million) YTD. Standard Mail revenue is up 4.6% over last year (\$684 million).

Full results are posted at [Financial & Operating Statements on usps.com](#).

[Back To Top](#)

Let the judging begin

Carrier Pickup Tag Team Tagline entries being reviewed

We all know that Carrier Pickup Online Notification powers the perfect tag team — customers and USPS carriers.

In fact, we have more than 2,000 ways to say it. That's how many entries were submitted to the Tag Team



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Tagline contest.

The 2,057 entries are now being judged to determine 10 finalists — one from each Area, Capital Metro and Headquarters.



The finalists will be posted on the contest website Sept. 6, ready for you to vote for your favorite. Voting is open Sept. 6-15. Employee vote results will be combined with points awarded by the judges and the winner will be announced Sept. 26.

Western Area submitted the most entries, 448, followed by Eastern with 424 and Southeast with 238. Go to the contest website by following the link on LiteBlue, liteblue.usps.gov, to see the final standings.

Back To Top

IT Tip

Have it your work way

Nowadays, the movie would be called "9 to 6" or maybe "7 to 4." For many employees, the work week doesn't start at 9 a.m. Monday. Why not adjust your Outlook calendar so it reflects your schedule? Click on "Calendar" in the Folders List or Outlook bar. Click "Tools," then "Options." On the Preferences tab, look at the Calendar section. Do you want Outlook to automatically set a 15-minute reminder? If not, uncheck the reminder box. Click the "Calendar Options" button. Click on your working days and set the start time of your work day. Click "OK" when you're finished.

It's your schedule. See it your way.

Back To Top

Quotable Quotes

"Making our services available 24 hours a day, seven days a week will make it easier than ever for customers to do business with us at their convenience. Now that's a real benefit."

— Missouri City, TX, Postmaster Karen Parson.

Back To Top

Postscripts

A-PLUS RECOGNITION. Representatives from the African American Postal League – United for Success (A-PLUS) recently presented USPS Public Affairs and Communications VP Azeezaly Jaffer with Frederick Remington's "Trooper of the Plains" for his contributions and support over the years.

Accepting on behalf of his staff, Jaffer thanked past A-PLUS presidents — retired Dallas Metro Manager Floretta Reed and USPS Finance Administration Manager Angelo Wider — and retired Postal Inspector and current A-PLUS Chairman Michael Clinton. Jaffer and his team have provided many of the Black Heritage stamp series awards A-PLUS has presented to its members through the years. Jaffer is only the second person, and the first postal executive, to be given the Remington award by the organization. Pitney Bowes CEO Michael Critelli was the first.

DEAN OF MAIL. Olivet, SD, Postmaster Mary Schoenfish is impressed with Augustana College Dean of Students Jim Bies.

At the Sioux Falls college registration, Bies told parents how important it is for new students to receive letters in their mailboxes, not just e-mail and phone calls. Bies told of a student who attended college in his hometown so his mother dropped off a care package. When her son looked disappointed, she asked what was wrong. Bies said the freshman commented, "I wanted to get it in the mail like the other kids."

Back To Top

Mailbag

Cathy Toomer, Capital Heights, MD: Congratulations to Waldorf, MD, Retail Associate Ronald Martin. He always provides outstanding customer service and recently got a public thank you in the local newspaper. A woman had mistakenly mailed a bank envelope with a large amount of money, which Ronald found and called to let her know. "This certainly restores my faith that there are kind and trustful people in the world," the customer wrote.

Ken Batastini, Lakeland, FL: Hooray for Gary Chandler, who donated his kidney to his brother (*Heroes' Corner*, 8/19). As a kidney donor myself, I certainly can empathize. My daughter, Alyssa, was the recipient of mine. Although it lasted only 12 years, she did get a "perfect match" kidney from her older sister and today is living a normal life, free from anti-rejection medicine.

Editor's Note – Most of the mail we received in response to Corlene Ziegler's letter to PMG Jack Potter, which ran in the Aug. 19 issue of Link, supported Ziegler's concerns about the recent Congressional vote on postal reform. One reader, however, wanted to "set the record straight" concerning Ziegler's analogy about prayer in public schools, noting in a letter to Public Affairs and Communications VP Azeez Jaffer, that "only officially sanctioned or mandatory prayer has been declared unconstitutional." The writer, Ken R. Clark, Confirm Mail Diagnostic Developer, Memphis, TN, also questioned whether the Supreme Court ruling was the result of "one person who wouldn't stop." That decision, Clark said, "was the result of a lawsuit filed by ten parents against a school district in New York state."

Back To Top

Heroes' Corner

Spring Hill, FL, Rural Carrier Tracy Norfleet's persistence saved the life of an elderly customer who had fallen in her home. Concerned about uncollected mail, she knocked at the door and heard a faint cry for help. Norfleet dialed 911 but couldn't get through the locked front door. She also tried a side door and window. Finally gaining entry through a back door, she found the customer on the floor next to a toppled walker and suffering from dehydration. Medics say she would not have lasted another day without Norfleet's intervention.

Back To Top

Newsstand

MOST RETAILERS ONLINE TODAY. *DMNews* reports that the traditional "mail order" industry has been revolutionized by the Internet, which has opened a new, versatile channel for remote shopping and spurred a growing trend for consumers to shop and buy online. The article said few major retailers today lack some form of online presence, even if it is just to draw store traffic from customers who have already decided to buy, and are now seeking a place — online or at the retail

counter — to finalize their purchase.

Back To Top



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