



POSTAL NEWS

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NEW YORK (JFK) INTERNATIONAL SERVICE CENTER MEETS GLOBAL STANDARD FOR EXCELLENCE IN INTERNATIONAL LETTER-MAIL PROCESSING

Facility receives International Post Corporation certification

Washington—Postal Service teamwork, attention to quality, and international mail-processing efficiencies in meeting customer needs were recognized today by the International Post Corporation (IPC). The IPC awarded its “Certificate of Excellence” in management and processing of international letter mail to the U.S. Postal Service’s New York (JFK) International Service Center (ISC).

The IPC is a cooperative association of 23 national postal administrations and operators—including the U.S. Postal Service—from North America, Europe and the Pacific, whose mission is to provide assistance and expertise in developing and improving international postal services.

The Certificate of Excellence, presented to Postmaster General John E. Potter during ceremonies at the New York facility, marks a months-long process of Postal Service self-assessment, operational improvements, and IPC tests against a detailed quality-of-service checklist containing more than 140 items in three categories. Those categories include the interface and operating relationships between domestic plants and air mail centers, quality control, and, work organization and resource management.

“One of the things we are proudest of at the Postal Service is our commitment to service,” said Potter, in accepting the award on behalf of employees gathered at the New York ISC from IPC President and Chief Executive Officer Herbert-Michael Zapf. “And when your goal is excellence, it takes serious commitment to reach that goal. You knew what you had to do, and you did it.”

Certification is awarded for an initial period of three years, and the IPC analyzes specific service indicators to confirm that performance remains at the appropriate level to retain certification during that time.

The New York ISC, which opened in 1980, is the largest office of exchange for international mail in the world. The 800,000-square-foot facility employs more than 1,800 people and processes more than 500 million pieces of mail per year. That represents almost half of the total international mail volume of the United States. In addition, some 80 percent of all military mail moves through the facility.

The New York (JFK) ISC is the second U.S. Postal Service international exchange office to receive IPC certification. The Chicago J.T. Wecker ISC received its certification in 2004. By the end of 2006, the Postal Service hopes to receive certification for its remaining ISC facilities in Miami, Los Angeles, and San Francisco.

Since 1775, the United States Postal Service and its predecessor, the Post Office Department, have connected friends, families, neighbors and businesses by mail. An independent federal agency that visits more than 144 million homes and businesses every day, the Postal Service is the only service provider delivering to every address in the nation. It receives no taxpayer dollars for routine operations, but derives its operating revenues solely from the sale of postage, products and services. With annual revenues of \$70 billion, it is the world's leading provider of mailing and delivery services, offering some of the most affordable postage rates in the world. The U.S. Postal Service delivers more than 46 percent of the world's mail volume—some 212 billion letters, advertisements, periodicals and packages a year—and serves seven million customers each day at its 37,000 retail locations nationwide.

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