



POSTAL NEWS

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Postal Service Hi-Tech Human Resources Transformation a Success

Largest Implementation of its Kind Anywhere Gives Employees Unprecedented Informational Access

WASHINGTON, DC — Postal Service employees everywhere now have access to a new cutting-edge human resources (HR) system to meet the demands of the information age. Rollout of the technology phase of the PostalPEOPLE initiative, the largest implementation of its kind in the federal government or private sector, was completed in October.

“This massive undertaking is helping the Postal Service to increase efficiency and reduce costs while giving employees individualized information and access to human resources-related applications, 24 hours a day, seven days a week,” said Anthony Vegliante, chief human resources officer and executive vice president

Using SAP software, the new platform replaces a system that once consisted of more than 3,800 Postal Service HR professionals relying on more than 200 processes and some 70 systems to support nearly 700,000 employees. Now, those HR professionals, free from repetitive, manual processes, can focus on the Postal Service’s strategic focus to better align the workforce and meet present and future challenges, head-on.

“The result is a single view of the employee that improves service to our employees, customer satisfaction and our ability to conduct business,” said Vegliante.

Completion of the nationwide rollout enables the Postal Service to introduce two significant new services to employees. First is a new self-service tool for managers, which provides managers, postmasters and supervisors with information and resources online to help manage the workforce, perform administrative tasks, and assist their employees with skill development.

A second service has been launched on the organization’s intranet site, allowing employees to perform job bidding anywhere they have access to the Internet. This enhances ease of use for bargaining unit employees and provides them with a new way to access the job-bidding system.

The PostalPEOPLE initiative most notably includes the Shared Services Center in Greensboro, NC. The full-service facility is staffed by professionally trained career postal HR personnel who provide assistance to employees who need to speak directly with a person.

Additional functionality will be added in the coming year, leveraging this technology platform to further streamline and enhance HR functions within the Postal Service.

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An independent federal agency, the U.S. Postal Service is the only delivery service that visits every address in the nation, 146 million homes and businesses, six days a week. It has 37,000 retail locations and relies on the sale of postage, products and services to pay for operating expenses, not tax dollars. The Postal Service has annual revenues of \$75 billion and delivers nearly half the world's mail.