



National Postal Forum | Phoenix Convention Center | May 3-6, 2026



4426

Sunday—May 3

ROOM	West Ballroom	221 AB	221 C	222 AB	222 C	223	224 A	224 B	229 A	225 B
<b>PERIOD 1</b> 1:30 PM - 2:30 PM		Orientation Session	Promotion Benefits You Don't Think About	Digital Twins & Agentic AI: The Future of Intelligent Operations	Robo-Bosses and Human Heroes: Leadership in the Age of AI 🏆	Asset Management - Providing Excellence in Supporting Postal Operations	Priming the Mailbox	MTAC - What's New and How to Get Involved	Shipping 101	Delivering Intelligence
<b>PERIOD 2</b> 2:45 PM - 3:45 PM	PCC General Session	Driving the Future of Ground Transportation	The Predictive Path for Direct Mail ✉️	Building Alliances that Deliver	Better Marketing Through Data	How Seamless and IV Work Together 📈	Remote Leadership and Management 🏆	Clean Data, Clear Results	\$1 Billion to Effectively Grow Your Business ✉️	USPS Returns
<b>PERIOD 3</b> 4:00 PM - 5:00 PM	Plug. Play, Deliver: Customer-Driven Innovation on the USPS Platform	Modernizing Postal Facilities	The Mail Moment - Circa 2026	How Packages Move Through the Network	C-Suite Ready: Elevate Your Presence 🏆	Mail Paper Trees and the Environment	Delivering the USPS Mission Through Commercial Products & Services 📈	Millimeter Wave Wonders in Shipping	From Data to Decisions: Unlocking Business Value 📈	Artificial General Intelligence
5:30 PM - 7:00 PM	<b>Welcome Reception—North Ballroom Foyer</b>									



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Monday—May 4

8:00 AM - 9:30 AM	PMG Keynote—North Ballroom								
9:30 AM - 4:00 PM	Exhibit Hall Hours: 9:30 AM - 4:00 PM Exclusive Exhibit Hall Time: 9:30 AM - 11:00 AM, 12:00 PM - 1:00 PM and 3:15 PM - 3:45 PM								
ROOM	West 301 AB	221 AB	221 C	222 AB	222 C	223	224 A	224 B	229 AB
PERIOD 4 11:00 AM - 12:00 PM		Boot Camp for Mail Center Managers Part 1 ✓	Delivering Performance in the Era of AI	How Public Policy Affects Your Business 🏆	Transactional Mail Strategies	What is the CTA? Converting with Clarity	Powering Progress: How AI is Transforming USPS Promotions & Customer Engagement	Marketing Mail Panel Discussion	I Need a New Banana... ✓
12:00 PM - 1:00 PM	Lunch in the Exhibit Hall								
PERIOD 5 1:00 PM - 2:00 PM	One Network in Action: Driving Service Performance Through Integrated Operations	Improving Our Product Acceptance with a Better FAST Experience	Membership Meeting Mastery: Live PCC Event Simulation 🏆	Supply Chain Excellence, Today and Tomorrow	Visionary Leadership: Inspire & Empower 🏆	Future Proofing Your Direct Mail Strategy ✉️	Address Quality 101 ✉️	Your Mail Just Started Talking	Collaborative Design of Modern Network Facilities
PERIOD 6 2:15 PM - 3:15 PM	Mailing Reimagined: Innovation, Incentives, and New Pathways to Growth	Delivering Results: Market Smarter with Informed Delivery	Faster to the Mailbox	Optimizing USPS Technology with AI	Future of Direct Mail 2026 ✉️	The Art of Periodical Advertising	Engagement Engine: Growing and Energizing Your PCC Membership 🏆	Evolving Global Regulatory Environment: Navigating the Changing Landscape	Power of Choice - Unlocking your Potential 🏆
PERIOD 7 4:00 PM - 5:00 PM		Bold Horizons: Leaders' Journeys 🏆	Pivot to Parcels: Lessons Learned	The Great Slowdown: Rethinking Movers	Mail Prep & Entry Using USPS Data Files ✓✉️	The Business Portal Reinvented: Your Command Center for Success	Exploring the Postal Service Retail Experience with the Evolution of Self-Service Technology	USPS International - What's on the Horizon?	USPS Package Sorters of Today
5:30 PM - 7:00 PM	PCC Reception—West Ballroom								



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Tuesday–May 5

ROOM	West Ballroom	221 AB	221 C	222 AB	222 C	223	224 A	224 B	229 AB
8:00 AM - 9:00 AM	Tuesday General Session—North Ballroom								
9:30 AM - 5:30 PM	Exhibit Hall Hours: 9:30 AM - 5:30 PM Exclusive Exhibit Hall Time: 9:30 AM - 11:00 AM, 12:00 PM - 1:00 PM, 4:00 PM - 5:30 PM								
PERIOD 8 11:00 AM - 12:00 PM	AIM Session	Boot Camp for Mail Center Managers Part 2	Visibility Optimization - How to Maximize Scans on your Packages	Activate the Envelope	Mapping Resilience: Using GIS to Outsmart Disruption	Direct Mail Success for Non-Profits	Rethinking Success in Mail Services	The Truth About Direct Mail's Future	Mailing Promotions Workshop
12:00 PM - 1:00 PM	Lunch in the Exhibit Hall								
PERIOD 9 1:30 PM - 2:30 PM	Winning the Last Mile – New Products, New Markets, New Strategies	Exploring USPS Online Resources	Nonprofit Eligibility 101	Address Intelligence: APIs That Deliver Every Time	Ctrl+Alt+Lead - Rebooting Leadership for Every Generation	Confident by Design: How Real Confidence is Built, not Born	Smart Mail Centers Integrate Tech and AI	Chaos to Control: Automated Workflows	Catalogs in the 2020s From Soup to Nuts
PERIOD 10 2:45 PM - 3:45 PM	Building the Modern Postal Network: Inside the USPS Transformation	Predict Creative Wins Before You Mail	Leading By Building Great Relationships	USPS Visibility: Bringing Data Together	Delivering People Power-Tackling Human Capital Challenges in the Postal Industry	International Letter Mail - Still a Thing	When Chaos Breaks Your Supply Chain	Mail & Parcel Evolution Trends & Innovation	Peer-to-Peer
4:00 PM - 5:30 PM	Exhibitors' Reception—Exhibit Hall								



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Wednesday—May 6

ROOM	West Ballroom	221 AB	221 C	222 AB	222 C	223 C	224 A	224 B	229 AB
8:00 AM - 9:00 AM	<b>Delivering the Future: A Town Hall with the Postmaster General—West Ballroom</b>								
<b>PERIOD 11</b> 9:15 AM - 10:15 AM		Product and Structural Changes for July 2026 ✓	How AI Agents Power Omnichannel Journeys	One Connection at a Time 🏆	Creative Power Through Segmentation	Next Level Intelligent Mail Barcodes	Breaking the Bottle: Leading with Clarity 🏆	Direct Effect Overview and Ambassador Training 🏆	Understanding the New Service Standards ✓✉
<b>PERIOD 12</b> 10:30 AM - 11:30 AM	Delivering Trust – Protecting People, Mail, and Packages in a Connected World	Trigger-Based Mail for Better Results	EQ: Leading with Impact 🏆	Signed, Sealed, Supported: How to Get USPS Help Fast!	End to End Mail Strategy-Collaborative	Drive Mail Growth with Tech Innovations	True Leadership 🏆	Physical & Digital Mail Come Together ✉	Locker-First Logistics
12:00 PM - 1:30 PM	<b>NPF Partnership Recognition Luncheon—North Ballroom</b>								
<b>PERIOD 13</b> 2:00 PM - 3:00 PM			Navigating the Business Customer Gateway ✓	How Traits Can Undermine Your Career 🏆		Click-N-Ship 2.0: Scaling Smarter for Growing Businesses	SCF Entry: Combining Strategies to Save	Dear First Name: Personalization at Scale	7 Skills to be a Successful Mail Manager ✓
<b>PERIOD 14</b> 3:15 PM - 4:15 PM		Efficiency, Accuracy and Excellence ✓	The Importance of Leading Through Change 🏆	Out with the Bad, in with the Good- We Deliver for You	Plug In, Power Up. USPS APIs in Action	Leading Through Change & Mergers 🏆	Supercharging Direct Mail with AI, Attribution & Omnichannel ✉		Driving Successful Sustainability Solutions with Technology and Innovation
7:00 PM - 10:00 PM	<b>Closing Event—North Ballroom</b>								



**TRACK LEGEND**

**USPS Executive Leadership Session**

**Direct Mail Reimagined**


**Empowered Leadership**


**Mastering Mail Operations**

**Shipping Innovation & Insights**

**Tech-Driven Data Advantages**

 Qualifies for Direct Mail Marketing Certificate

 Qualifies for Mail Center Manager Certificate

 Qualifies for Professional Leadership Certification

