



Exploring the Postal Service Retail Experience with the Evolution of Self-Service Technology



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Setting the Stage | *Modernized Retail Experiences*

2

Business Services | *Self-Service Technologies*

3

How to Get Started

Creating Modernized Retail Experiences

The U.S. Postal Service is transforming retail experiences to be modern and innovative by evolving self-service technology to meet customer needs and deliver top-tier services for businesses

USPS Stock Image

More Online Shopping

More customers are shopping online through e-commerce retailers than ever before, with rates climbing higher every year.

\$2.5T

Total spent by Americans shopping online in 2025²

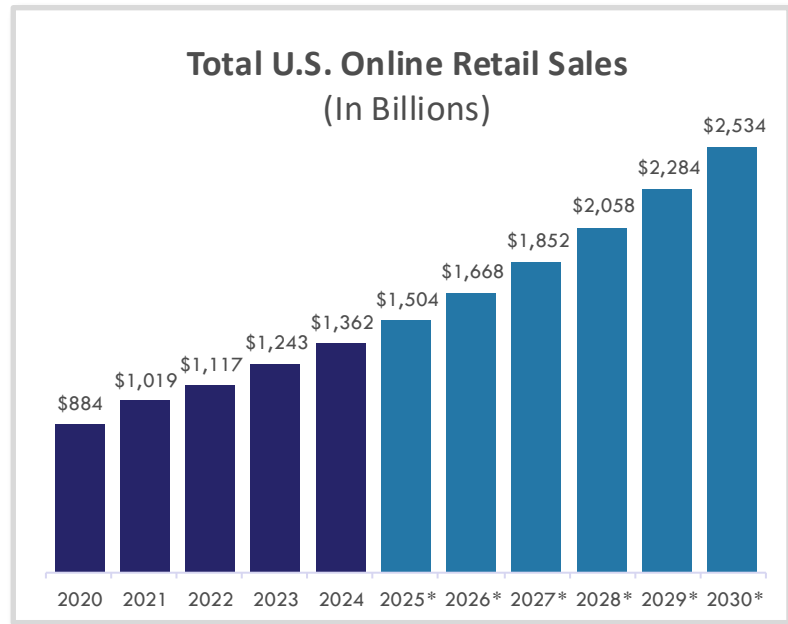
288.5M

U.S. adults who shopped online in 2025¹

6.86%

Year over year increase in total ecommerce sales³

¹National Retail Forum. ² Capital One Shopping Research



* Projected Sales

Impacts to Customer Experience & Profitability

In addition to creating negative customer experiences, package theft impacts bottom lines for shippers. With greater customer expectations and continued risks of theft, stakes for the shipping industry could not be higher.

\$14.9B

Estimated aggregate value of stolen packages in 2025¹

\$143

Average value* of stolen packages¹

What the Shipping Industry is Up Against



*Total cost not including packaging

¹[National Retail Forum](#)

Package Theft and Porch Piracy

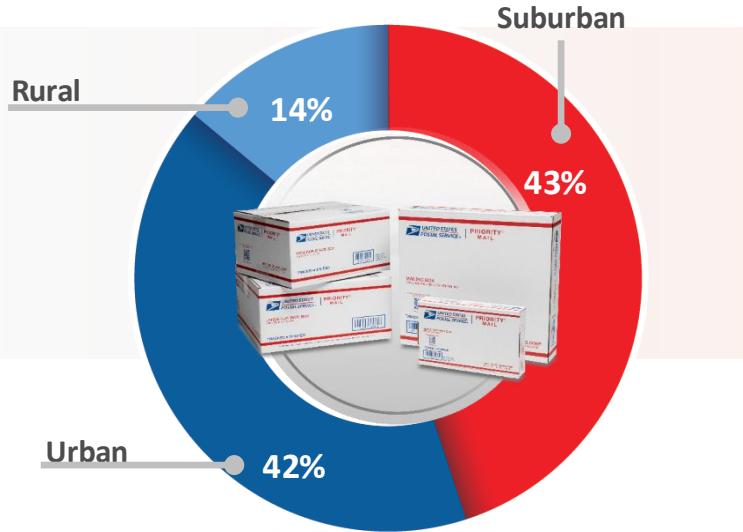
As customer shopping trends increase online, more unattended deliveries have resulted in persistent porch piracy across both urban and suburban environments.

250K

Estimated number of incidents of package theft daily in 2025¹

104M

Total Incidents of Package Theft in 2025¹



Package Theft Occurs Everywhere

1 out of 25

People in Arizona lose at least one package to theft every three months²

\$30

Median value* of a stolen package in Arizona³

*Total cost not including packaging

¹ Package Theft Annual Report, ²Package Theft Statistics, ³<https://www.forbes.com/home-improvement/home-security/worst-states-for-porch-pirates/>

Why Returns Matter for Your Business

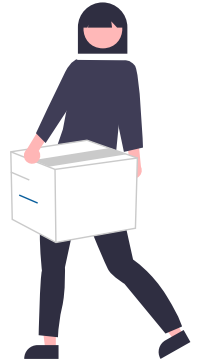
Customers are prioritizing shopping from retailers with convenient return options.

\$849.9B

Total value of returns projected in 2024¹

72%

of customers prefer box-free, label-free returns²



92%

of customers will return to retailers with easy return processes³

¹National Retail Forum, ²Returns Happen Report, ³2025 State of Post-Purchase Report

Current State: USPS Self-Service Returns

The data is clear: **customers need better options for sending and receiving packages.** In response, USPS has expanded the self-service network, with returns now available at Smart Lockers.

Key Facts on USPS Returns



2,607 Post Offices enabling self-service returns for your business



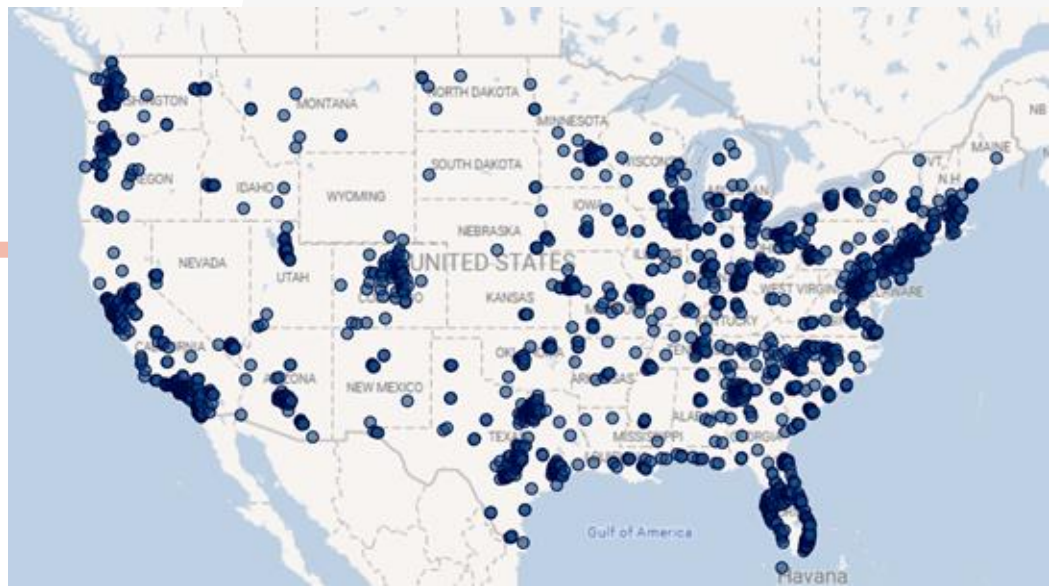
60% of the U.S. population is located within 15 minutes of a self-service returns location



Seamless integrations with existing tech like RDS and SSK



Nearly 75% of this network will operate 24/7, providing around-the-clock access for returns



Elevating the Customer Experience

Offering your customers a free, secure, and convenient delivery alternative can help create a positive post purchase experience, ultimately leading to strong brand loyalty and increased revenue for your business.

Package Delivery



Package is delivered safely and on-time to a Smart Locker location

Package Retrieval



The user experience for retrieving a package is seamless, creating an overall positive retail experience

Repeat Customer



Satisfaction with post-purchase experience boosts brand loyalty and generates repeat purchases

The Solution to Modern Shipping Challenges

A modern retail experience for customers and businesses includes new technologies and a revitalization of existing Post Office infrastructure.

Returns are expanding!

Through Smart Lockers, Self-Service Kiosks (SSK), and Rapid Dropoff Stations (RDS), USPS can now accelerate this process for businesses while providing customers with a fast, 24/7 drop-off experience.



SMART LOCKERS®

The answer to your customers' desire for free, secure, and convenient deliveries and returns.



SELF-SERVICE KIOSKS®

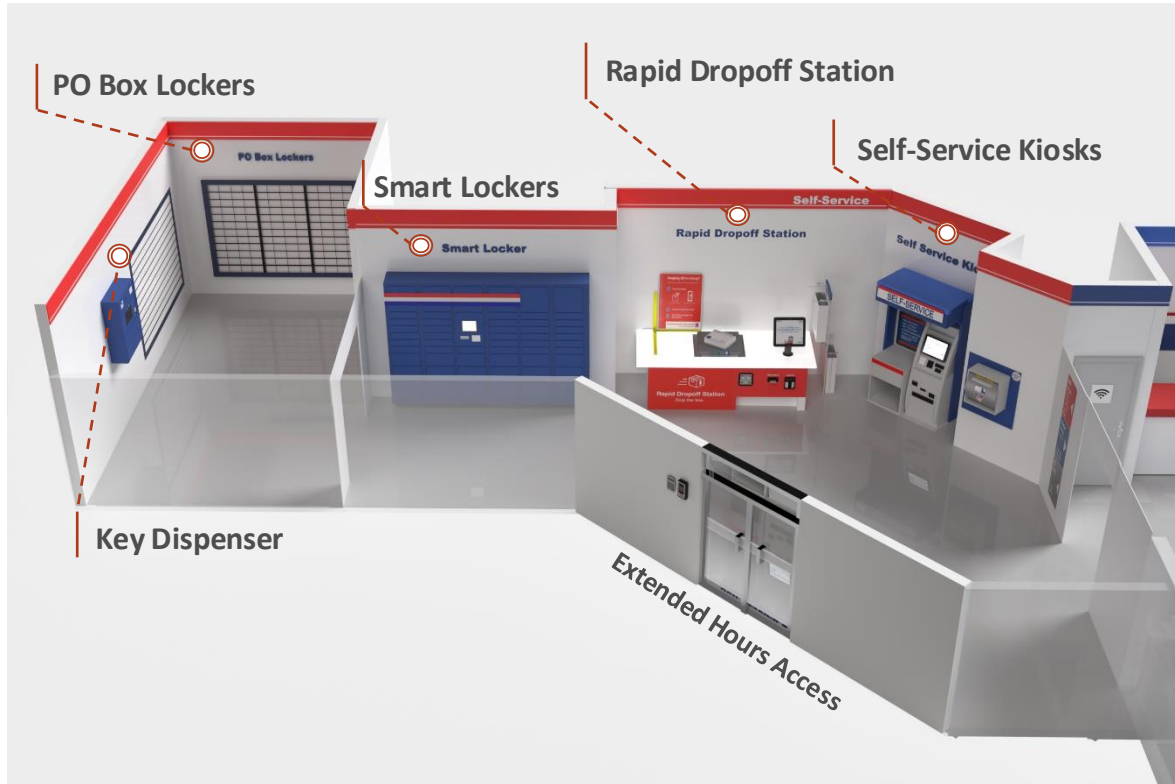
Your business's all-in-one retail solution, providing a line-free alternative for everything from shipping and stamps to P.O. Box and passport services.



RAPID DROPOFF STATION™

An accessible returns hub for customers to quickly print labels, drop off their packages, and receive a receipt.

All Part of a One Stop Self-Service Shop



AVAILABLE NOW: Existing self-service technology now has companion components, such as poly bags and directions, to enable package-less returns.

Meet the Self-Service Technologies

Returns are now easier for customers who can take advantage of the full suite of USPS self-service return technologies.



Self-Service Kiosk (SSK)



Rapid Dropoff Station (RDS)



USPS Smart Locker



PO Box Lockers & Key Dispensers

Postage Purchases	✓			
Shipping Packages	✓			
Package Drop Off	✓	✓	✓	
Print Labels	✓	✓	✓	
Print + Email Receipt	✓	✓	✓	
Package Delivery & Redelivery			✓	✓
Package Local XChange			✓	

Self-Service Kiosks (SSKs)

SSKs enable customers to independently handle tasks such as buying postage, printing labels, sending packages, and more.

SSK Services Offered



Purchase variable rate postage



Print receipts with a USPS Tracking number



Print Label Broker labels and drop off packages



Scan prepaid labels and drop off packages



Schedule passport appointments



Purchase First-Class™ stamps



Select shipping options

Return Bags



Key Benefits

- SSK can conduct 90% of all retail transactions
- Ideal to skip the queue or perform transactions outside of normal post office hours
- Ship mail and packages efficiently

Coming Soon: Next Gen Self-Service Kiosk

We're replacing aging kiosks with new prototypes designed to improve reliability and reduce hardware costs, while making self-service shipping quicker and easier.

Key Capabilities Being Tested



Faster, simpler, step-by-step flow



Auto-dimensioning for packages



Recognizes packaging (USPS vs. customer)



OCR address scanning (To/From)



Commercially available hardware components



*Compact SSK
Prototype*



Full-Size SSK Prototype

We will pilot Next Gen SSKs in Self-Operating Post Offices (SOPOs) in FY26/27. Pilot results will inform future rollout decisions.

Rapid Dropoff Station (RDS)

RDS enables customers to quickly print labels, drop off their packages, and receive a receipt.



Print receipts
with a USPS
Tracking number



Print Label Broker
labels and drop off
packages



Scan prepaid
labels and drop off
packages



Return
Bags



Key Benefits

- RDS offers quick and easy transactions
- More offices qualify for a package drop-off only kiosk making this self-service option more accessible

RDS and SSK Customer Journey

Existing self-service returns technology such as Rapid Dropoff Stations (RDS) and Self-Service Kiosks (SSK) will get companion components to enable package-less returns.



How it Works

- Label Broker Package-less Return label type will be used to track and manage this new package type
- Polybag packages will be provided for customers at the Post Office to mail their item



PO Box Lockers & Key Dispensers

Your business's 24/7 automated distribution hubs, providing customers with secure, round-the-clock access to their packages.

Key Benefits



10,812 individual PO Box compartments available nationwide



Delivery of a wide variety of products, up to **1' x 2'**



Self-service key dispensers allow customers to pick up packages **nearly 24/7** and **without waiting in line**



Initial deployment at 50 sites will begin in June, with the rest of deployment completed by the end of FY26.

How It Works

1

QR READER

Customer scans emailed QR code to open key dispenser

2

KEY DISPENSER

Door to key dispenser opens after customer scans QR code

PO BOX LOCKERS

3

PO BOX LOCKER KEY

Customer uses the key to open a PO Box locker and retrieves their package



Extended Hours Access

The Extended Hours Access (EHA) Program offers free, secure, and convenient access for Smart Locker, Self-Service Kiosk (SSK), and Rapid Dropoff (RDS) customers via QR code and allows them access to the Post Office lobby.

Key Benefits of EHA



Seamless Access

The same QR code used for Smart Locker and Label Broker pickup is used at the door.



Additional Access to Lobby Technology

Future software releases will allow lobby access via Informed Delivery.



Secure Extended Hours Access

Provides customers the opportunity to access their deliveries during extended Post Office hours at select locations, allowing secure access.



Increase Customer Satisfaction

Allows customers to use the Post Office on their own schedule, reducing wait times, missed trips, and dependence on counter hours.



Image provided by Applied Engineering (supplier)

Smart Lockers

Free, secure, convenient delivery alternative for customers receiving valuable packages

Key Benefits of the Smart Locker Program



Packages are delivered to a safe and secure Post Office location



Lockers are in Post Office lobbies nationwide, many offering 24/7 access



Self-service Smart Locker kiosks enable customers to skip the retail line



Rendered image created by OPTIMO for USPS

Leveraging the USPS Retail Footprint for Nationwide Service

USPS has rolled out Smart Lockers in **18 key markets across the U.S.**

Take advantage of the immense USPS retail network to serve your customers nationwide – **whenever, wherever.**

Current Smart Locker Markets:

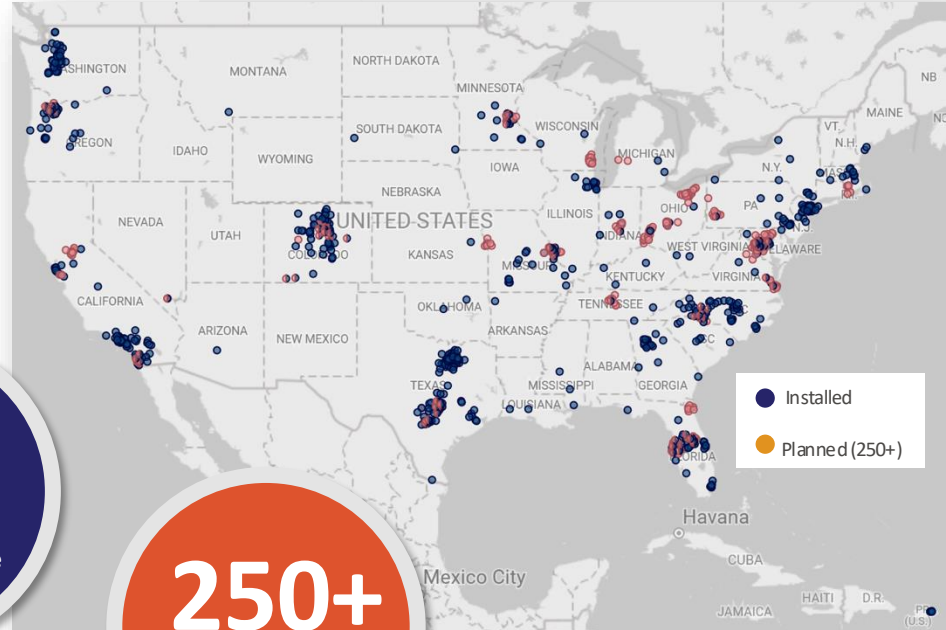
San Diego, CA	Northern Virginia, VA
Los Angeles Metro, CA	Charlotte, NC
Denver, CO	Raleigh, NC
Orlando, FL	Portland, OR
Tampa, FL	Dallas/Fort Worth, TX
Atlanta, GA	Austin, TX
Minneapolis, MN	San Antonio, TX
St. Louis, MO	Seattle, WA
NY Metro, NY	Washington, D.C. Metro

703

Smart Lockers
available nationwide
TODAY

250+

Smart Lockers
Coming Soon!



Smart Locker Capabilities

The Smart Locker platform currently supports several use cases designed to address customer's package needs.



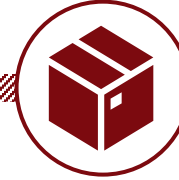
DIRECT-TO-LOCKER DELIVERY

Customers can select “USPS Smart Locker” as their preferred delivery destination at checkout when using integrated merchants.



RETURNS Now Available!

Customers can print pre-paid labels and drop off their package to be returned using a Smart Locker.



USPS LOCAL XCHANGE Coming Soon!

Buyers and sellers can use USPS Smart Lockers for secure, contactless local exchanges in select markets.

Direct-to-Locker Delivery: Customer Journey

DIGITAL EXPERIENCE

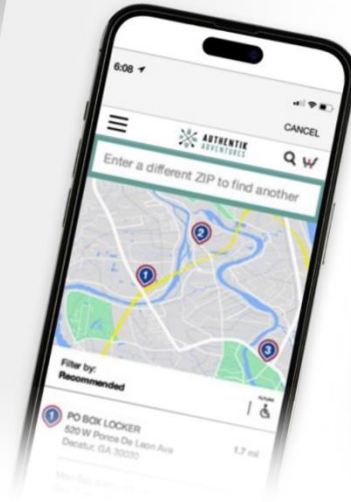
STEP 1

At checkout, your customer is presented with the option to ship their package to a USPS Smart Locker.



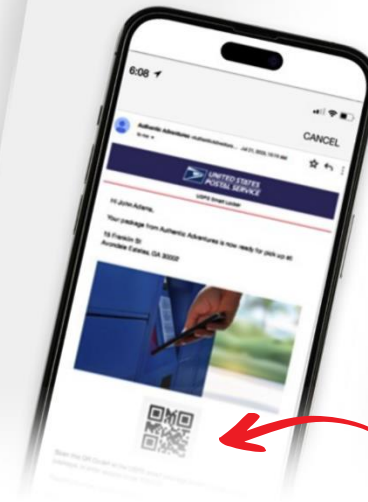
STEP 2

The customer selects which nearby Post Office Smart Locker location they would like to ship their package to.



STEP 3

The customer receives an email notifying them that their package is ready for pickup at the designated Post Office Smart Locker location.



RETAIL EXPERIENCE

STEP 4

The customer visits the Post Office Smart Locker and scans the QR code to open the locker compartment and retrieve their package.

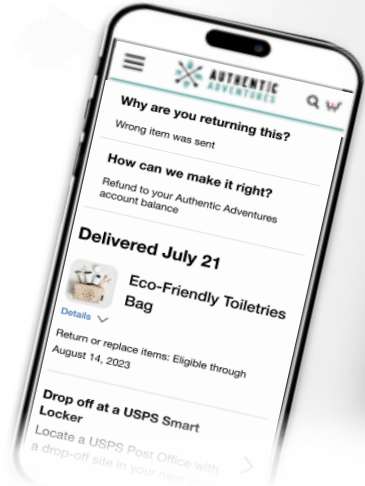


QR code is scanned at locker kiosk to retrieve package from the Smart Locker.

Self-Service Returns Made Easy with Smart Locker

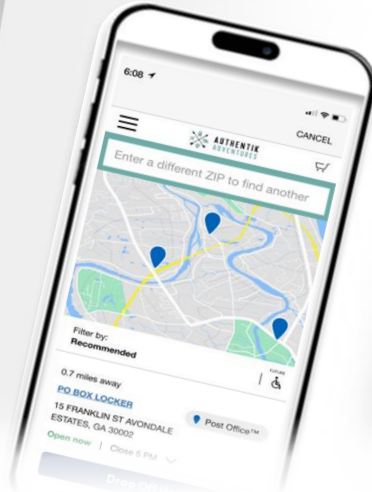
STEP 1

Customer initiates a return on your company's website.



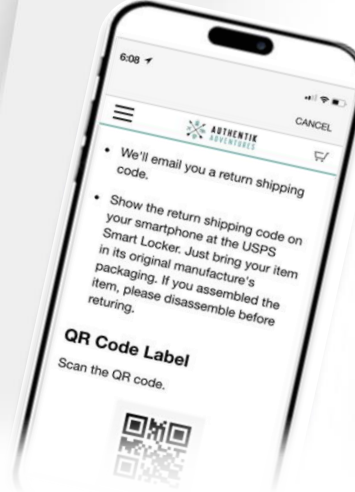
STEP 2

Customer selects a nearby Post Office Smart Locker to drop their return off at.



STEP 3

Customer gets instructions with a Label Broker QR code for the return label.



STEP 4

Customer scans QR code at the locker to print return label and drops off their package.



Customer receives a drop-off receipt when done.

Seamless Integration Opportunities

Smart Locker integrations make delivering easier with free tools and APIs to enhance the customer experience



LOCKER LOCATOR

- Get Smart Locker Info API
- Smart Locker Flat File



MANIFESTS & LABELS

- Domestic Labels 3.0 API
- Shipping Services File (SSF)
- Enhanced Click-N-Ship



QR CODES

- QR Code API
- QR Code Webhook
- Pickup Code in Tracking Webhook



SHIPPING & DELIVERY STATUS

- Package Tracking API
- Scan Event Extract File



LEARN MORE AT WWW.USPSSMARTPACKAGELOCKERS.COM

Marketplace Trends

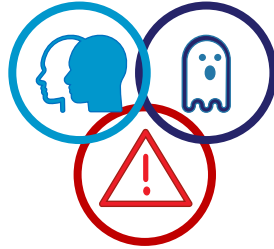
Local online marketplaces are booming—driving more neighborhood pickup and exchange.

AUDIENCE SIZE*



*Annual U.S. audience

SAFETY CONCERNS



Sellers and buyers have similar safety concerns across platforms.

- In person meeting risks
- No-shows
- Fake accounts
- Profile scams

TOP ITEMS



Electronics, clothing, and furniture are the most bought and sold items on local marketplaces in the U.S.

Coming Soon: USPS Local Xchange

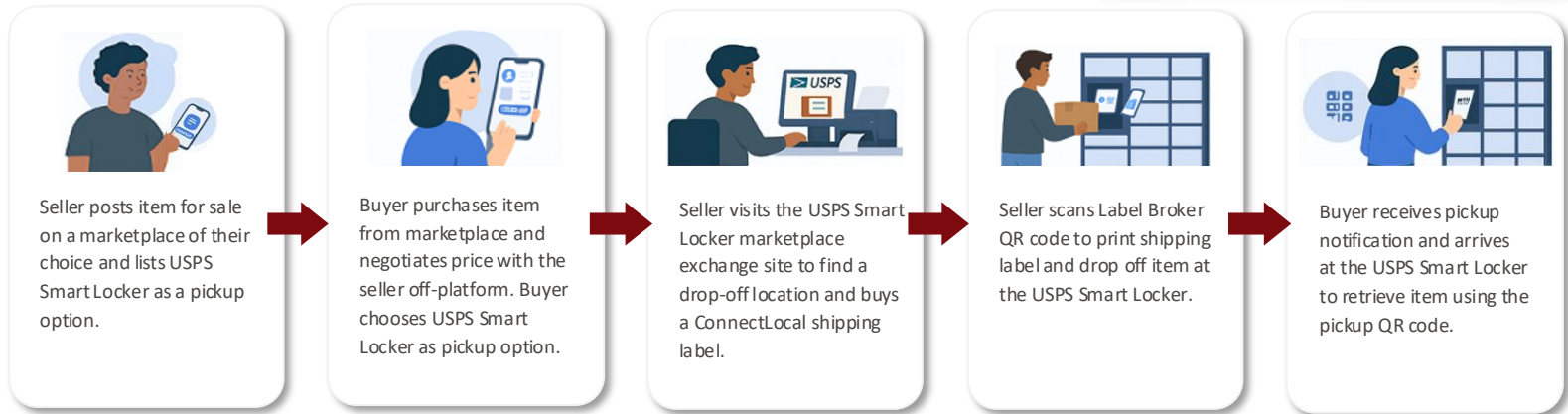
Online marketplaces are transforming how people buy and sell vintage, niche, and local finds.

USPS Smart Lockers aim to help buyers and sellers make local exchanges **safely and conveniently** with **secure, self-service access**.

For a **fixed \$5.10 fee**, sellers will be able to add peace of mind for both themselves and their buyer – regardless of size or weight.*



How Does USPS Local Xchange Work?



Future State: USPS Self-Service Returns

USPS has responded to customer need by leveraging self-service technology to expand our robust returns network.

What's Next?



3,000+ Post Offices enabling self-service returns for your business by FY27



80% of the U.S. population is located within 15 minutes of a self-service returns location by FY27



Seamless integrations with existing tech like RDS and SSK



Nearly 75% of this network will operate **24/7**, providing around-the-clock access for returns

1,000+

New returns locations
by FY27



Getting Started

1

VISIT THE USPS RETAIL SELF-SERVICE EXHIBIT

Visit the USPS main exhibit (booth #417) to try out the full suite of retail service technologies for yourself.

2

TEST DRIVE USPS SELF-SERVICE EXPERIENCES

While at NPF, scan the QR code to experience the Smart Locker journey from check-out to package pick-up. See the shipping process in action.

3

SHIP HOME YOUR SWAG

If you have any shipping needs, visit the retail booth. You can use our RDS to create a label and ship items to yourself, your family, or your friends!

4

REACH OUT TO OUR TEAM WITH QUESTIONS

Our team is available to answer your questions. Contact Bob Dixon (robert.e.dixon3@usps.gov), Cathleen Lujan (Cathleen.C.Lujan@usps.gov), and Kison Shin (kison.e.shin@usps.gov).

SCAN NOW TO
EXPERIENCE THE
TECH IN ACTION



Rendered image created by OPTIMO for USPS



Thank You!