



NPF 2026

FORGING
BOLD HORIZONS

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NATIONAL POSTAL FORUM | MAY 3-6, 2026 | PHOENIX, AZ



National Postal Forum

May 3, 2026

Artificial General Intelligence: When Machines Think Like Us

What it means for mail, shipping, infrastructure, and the nation.

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"We've achieved AGI."

— Jensen Huang, CEO of Nvidia, March 2026

"No one can agree on what that means."

— Fortune, March 2026

**The truth? It doesn't matter who's right.
What matters is what you do next.**

The AGI Landscape Today

\$1T+

SpaceX-xAI merger valuation. The AGI arms race is measured in trillions.

6+

Major labs racing to AGI. OpenAI, DeepMind, Anthropic, xAI, Google, Meta

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Agreed-upon definitions of AGI. The debate rages. Capabilities keep advancing.

Where Do You Stand?

Audience Poll: Stand up if you agree. Stay standing or sit down as we go.

1 I believe AGI will exist within 10 years.

2 AI is already making decisions that I don't fully understand.

3 USPS has a unique role in how America adopts advanced AI.

4 I know my team's plan for incorporating AI into our decision making.

170M

Delivery points. Every single one.

No other organization on Earth has that reach.
Not Amazon, FedEx, UPS, or any government agency.

**USPS is the only entity that touches every
American address.**

One Network. One Intelligence.

What if an AGI could see the entire USPS network as one living organism?

What if a snowstorm in Denver means rerouting through Phoenix,
which means adjusting aircraft schedules in Dallas,
which means shifting carrier start times in **47 cities** —

**All simultaneously. All in real time.
All with human-level reasoning about tradeoffs.**

The Foundation Is Being Built.

\$40B

Capital investment
2021–2031

+31%

Ground Advantage
revenue growth

\$4.1B

Ground Advantage
revenue
in just 9 months

New Regional Processing & Distribution Centers.
New Sorting & Delivery Centers. Next-Gen Vehicles.

AGI could be the intelligence layer that makes every dollar work 10× harder.

Beyond the Mailbox



Logistics

AGI sees the entire network as one living organism — anticipating disruptions before they happen.



Aviation

Unifying commercial flights, drone deliveries, weather rerouting, and emergency response into one system.



Last Mile

Knowing every address, route, delay — optimizing the final delivery with human-level context and reasoning.

"The greater risk now lies in standing still." — 2025 State of Logistics Report

You Be the AGI

You are the AGI running the entire USPS network.
Every route. Every vehicle. Every aircraft. Every weather feed.

I give you the crisis. You decide: what's your first move?

Three scenarios. 90 seconds each. Turn to your neighbor and discuss.

SCENARIO 1 — THE PERFECT STORM

February 2031. A Category 3 hurricane just made landfall in Houston. A polar vortex has shut down 40% of air cargo routes in the Midwest. A cyberattack knocked out sorting at three East Coast processing centers.

170 million addresses are counting on you. What's your first move?



TURN TO YOUR NEIGHBOR — 90 SECONDS

- What do you triage first — people, packages, or systems?
- Do you reroute around the problems or activate backup networks?
- Where does human judgment matter most when the machines go down?

SCENARIO 2 — BLACKOUT FRIDAY

Day after Thanksgiving 2031. A massive **solar storm** knocked out GPS satellites across North America. Every delivery truck, every sorting machine, every route system — **blind**. 47 million packages in the network. Customers are refreshing tracking every 10 seconds.

How do you keep 47 million packages moving without GPS?

TURN TO YOUR NEIGHBOR — 90 SECONDS

- Can carrier experience and local knowledge replace satellite navigation?
- How do you communicate with millions of customers for real-time tracking?
- Which packages move first, and who decides what's "urgent"?

SCENARIO 3 — THE LAST MILE EVERYWHERE

Same day. Three deliveries:

- 🏔️ Insulin to a village in rural Alaska — bush plane only.
- 🏙️ Legal document to a Manhattan high-rise — broken elevator.
- 🇺🇸 Care package to a military base overseas.

**Same AGI. Same network. Same standard of service.
How do you deliver all three?**

🧑‍🤝‍🧑 **TURN TO YOUR NEIGHBOR — 90 SECONDS**

- Should the insulin always come first? Does everything get equal priority?
- How do you maintain standard service across wildly different environments?
- What values should an AGI use for tradeoffs, and who gets to decide?

What Could Go Wrong?

You just made tradeoffs.

**AGI will face this millions of times a day.
It won't have your values unless we build them in.**

Every brilliant vision comes with risks that could be catastrophic if we get them wrong.

What Keeps the Experts Up at Night

Single Point of Failure

If the AGI fails, you don't lose one route — you lose *everything*.

Cyber Warfare

Adversaries using AGI to exploit vulnerabilities faster than any human.

The Alignment Problem

An AGI that's incredibly capable but doesn't share our values.

Workforce Displacement

What happens to the people who do this work today?

Who's Writing the Rules?



2024

NIST AI Risk Management Framework gains adoption



2025

America's AI Action Plan released



Mar 2026

National AI Policy Framework — "light touch"



Global

No one has a complete answer yet

"As AI capabilities accelerate, security and preparedness must keep pace."
— Allianz Risk Barometer, 2026

Your Biggest Fear

In one sentence, what's the AGI risk that worries you most for your organization or your industry?

**Don't overthink it.
Gut reaction.**

In the age of AGI, the most important asset
isn't computing power.
It isn't data. It isn't algorithms.

It's trust.

**And USPS has something no tech company on Earth
can buy.**

The **TRUST** Framework

T

Transparency
No black boxes
in critical
infrastructure

R

Resilience
If the AI fails,
the mail still
moves

U

Universal
Serve every
American
equally

S

Security
Highest
standards,
quantum-safe

T

Talent
Elevate the
workforce,
don't replace

AGI Readiness Card

- 1 LEARN**
What is ONE thing about AGI you'll research in the next 7 days?
- 2 ASK**
What is ONE question about AI you'll ask your leadership team?
- 3 ACT**
What is ONE concrete step you'll take in the next 30 days?

Write them down. This is your commitment to yourself.

For 248 years, the Postal Service has carried the most important words Americans have ever written to each other.

✉ Love letters from soldiers overseas

🎓 College acceptance letters that changed lives

⚖️ Legal documents that protected rights

🗳️ Ballots that chose presidents

Every one represented a moment of trust.

The letter that hasn't been written yet is the one that defines **how we use this power.**

Whether we build AGI systems that serve everyone or just the privileged few.
Whether we create resilience or fragility.
Whether we earn trust or lose it.

**That letter is being written right now —
by the decisions people in rooms like this one
make **today.****



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Write it yourself.

Start tonight.

Thank you. Enjoy happy hour — you've earned it.

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