



MAILCOM 2026 Las Vegas
March 23-25, 2026
Tuscany, Las Vegas, NV

Conference Agenda

MONDAY, March 23, 2026

Professional Certification Review & Exams

8:00am-1:00pm MSMA - [CMDSM/CMDSS Exam](#)

8:00am-1:00pm MSMA - [Mail Design Consultant Exam](#)

8:00am-1:00pm MSMA - [Professional Office Services Exam](#)

12:00-5:00pm Conference Registration Hours

1:00-2:00pm Delegate Welcome & Orientation Workshop Tuscany

2:00-3:00pm Seminars Round One

PM110: Optimize Postage by Mastering Your Total Cost Per Piece

AI117: AI and Mail: The Future in Here

DP115: Mailing Requirements: Pricing, Prep and Processes

CU114: College/University Mail & Delivery Distribution Management

DD112: Package Tracking: Utilizing Technology for Chain of Custody

3:15-4:15pm Seminars Round Two

MM124: Mail Systems Management Workshop

SS125: Mail Safety & Security Town Hall

GM129: Keys to Building Great Workplaces!

OS120: Mastering the Art of Organization: Transform Chaos into Clarity

US122: USPS Promotions: Maximize Savings and Innovation in Your Mailing Strategy

4:30-5:30pm Seminars Round Three

PM135: Saving Money With Informed Delivery

SS131: The 3 S's in Mail Security

DP133: Address Quality – Customer Data – Quality Reporting

LD139: Basic Training for New Managers & Supervisors

CU130: Emerging Trends and Technology in College/University Mail Centers

5:30-6:30pm Welcoming Reception

TUESDAY, March 24, 2026

7:30am-5:00pm Conference Registration Hours

7:30-8:45am Continental Breakfast

8:45-9:45 am Morning Keynote: Inspector General United States Postal Service

Join USPS Inspector General Tammy Hull in this keynote presentation on the OIG's work in improving mail services. The Office of Inspector General conducts audits, evaluations, and investigations to promote the integrity, accountability, and efficiency of the U.S. Postal Service. It aims to detect and prevent fraud, waste, and abuse within the agency.

10:00-11:00 am Mid-Morning Keynote: PRC – USPS Business Brief

Join PRC Commissioner Tom Day who will provide updates on the latest decisions issued and those under consideration by the Postal Regulatory Commission. Included will be an overview of USPS Fiscal Year 2025 financial and service performance, as well as the most recent data from Fiscal Year 2026.

11:15-12:15pm Seminars Round Four

MM240: Address & Data Management Workshop
DP246: Postage Optimization Strategies in Today's Mail Industry
LD244: Effective Approaches to Making Initial Inroads
DD245: FAST Navigation and Drop Shipments
GM242: How to Lead and Develop High Performing Teams!
US248: Enhancing Mail Operations with IMbA

11:00am-3:00pm Exhibition Hours

12:30-2:00 pm Luncheon & Keynote:

Don't Send It: The Real Costs of Dangerous Mail & Counterfeit Postage -- Headlines about the criminal misuse of the U.S. postal system often focus on illegal drugs and narcotics sent through the mailstream. But prohibited "dangerous mail," which includes firearms, poisons, and explosives, also poses a serious threat to customers and mail handlers across the postal ecosystem. And a lesser-known threat to the nation's postal system is the use of counterfeit postage, which defrauds the Postal Service of vital revenue and affects the bottom line of every business that transacts through the mail. This presentation discusses recent crime trends involving dangerous mail items and counterfeit postage and offers actionable steps attendees can take to better protect their employees, customers, and profit margins. **Presented by: Gary Barksdale, Chief Postal Inspector, United States Postal Service**

2:00-3:00pm Seminars Round Five

MM255: What to Measure to Effectively Manage a Mail Center
AI252: Using the Power of AI to Enhance Digital Mail Opportunities
LD250: Best Practices of Great Leaders
CU254: Unpacking the Power of Project Management and Mail
OS257: Outsourcing Contract Services Workshop
US256: Are You Eligible for Non-Profit Discounts?

3:15-4:15pm Seminars Round Six

MM264: Mail Management 101: Optimize Your Mail Center Spend
SS265: Hidden Threats: Approaches to Securing Incoming Mail & Packages
DD269: Game-Changing Solution for Parcel/Mail Delivery
GM268: Mail & Parcel Screening: How Safe Are You?
OS262: Customer Service 101
US260: Strategies to Maximize Postage Savings through USPS Promotions & Incentives

4:30-5:30pm Seminars Round Seven

MM278: The Evolution of Mail Services and Path to the Future
PM276: Basics of Mailpiece Design and Requirements
AI270: Sustainability, Security, and Speed: The 3 Pillars of the Future of Mail
SS275: Safety & Security: Risk-Based Planning & Budgeting for Your Mail Screening Ops
DP272: Successfully Managing In-House Print & Mail Operations
CU277: Enterprise Postal Governance

The Wizard of Oz - Immersive Experience at The Sphere!

6:45pm Bus leaves the front entrance of Tuscany for The Sphere

9:00pm Bus departs Sphere returns to Tuscany

Tickets for this event are purchased separately, and we recommend in advance
You can also purchase tickets at the Sphere box office upon arrival.

WEDNESDAY, March 25, 2026

7:30am-12:00pm Conference Registration Hours

7:30-8:45am Leadership Awards Breakfast

8:45-9:45 am Morning Keynote: Harnessing AI's Power in Mail and Distribution

This panel presentation will provide a comprehensive introduction to integrating Artificial Intelligence (AI) technologies within corporate mail, print, and delivery operations. Participants will learn how AI can streamline workflows, optimize resource allocation, enhance security, and improve overall efficiency in document handling and delivery processes. Attendees will be equipped with actionable strategies to leverage AI for transforming traditional operational practices and driving innovation in their organizations.

10:00-11:00am Mid-Morning Keynote: How To Outsource Your Corporate Mailroom

Corporate mailrooms weren't built for remote work, compliance risk, or the pace of modern operations. This keynote explores why more organizations are moving away from traditional in-house mail processing and toward outsourced digital mailroom models and how doing so transforms processing time, data security, visibility, and employee productivity. Learn what a modern outsourced mailroom looks like, how the process generally works end-to-end, and what key outcomes leading organizations are achieving. **Presented by: Bill Becker, CEO, Recordsforce**

11:15-12:00pm Seminars Round Eight

PM389: Turning Postage Data into Power

AI382: Next Generation Mail Centers

LD380: Why Operational Resilience Matters

CU385: Nonprofit Mail: Requirements, Challenges, & Lessons Learned

GM388: Best Practices in Government Mail Management

US384: Using Address Change Service, Informed Visibility, and Secure Destruction

11:00am-1:00pm Exhibition Hours

12:00-1:30pm Luncheon & Keynote: The Mailbox of Tomorrow: Innovation in 2026 and Beyond

The Mailbox of Tomorrow: Innovation in 2026 and Beyond - This keynote will explore how the mail industry is transforming into a hybrid ecosystem that integrates physical and digital communications, highlighting innovations such as AI-powered automation, digital identity, and predictive analytics; attendees will learn about strategies for intelligent inbound and outbound mail processing, enhanced security and compliance, operational optimization, and the evolving roles and skills needed to future-proof mail operations and drive business value in 2026 and beyond. Presented by: **Christine J Erna, Business Consultant, Forge Solutions**

1:30-2:20 pm Seminars Round Nine

MM399: Tips & Tricks to Save on Postage

DP390: Mastering Transactional Mail Operations for Success

DD395: Insights on Today's Supply Chain Management

OS396: Professionalism in Office Service Operations

US397: Cost Savings Benefits of Informed Visibility & Secure Destruction

2:30-3:20pm Seminars Round Ten

PM403: Building & Maintaining a Postal Program

AI406: Return Mail: Unlocking Its True Value

SS309: Understanding the Need for Mail/Parcel Screening

DP301: Best Practices of High Performing Print Shops

GM400: Government Mail Security: A Checklist for Success

3:30pm Post-Conference Wrap Up