



Program Support Center

ABOUT PSC

The Program Support Center (PSC) is the largest multi-function shared service provider to the federal government. Hosted by the U.S. Department of Health and Human Services (HHS), PSC provides our customers support services focused on their needs — so they can focus on their core missions.

Established 20 years ago to reduce HHS's annual spending and to increase the quality of its administrative services, PSC today offers over 40 services to HHS and other federal agencies. PSC operates on a competitive fee-for-service basis in four key markets: administrative operations, real estate and logistics, financial management and procurement, and occupational health.

MANAGING
THE BUSINESS OF
GOVERNMENT™

MAIL OPERATIONS

First-Class Mail Pick Up and Delivery Service

The **Program Support Center (PSC)** offers state-of-the-art mail operations services to deliver and send postal, interoffice, and courier mail to and from federal agency offices and to the public worldwide. PSC ensures every package is picked up according to customer schedules and delivered in the most cost-effective method, saving time, resources and budgets.

Priority One: Our Customers

PSC mail operations help customers streamline the entire postal process. Customers can schedule set days and times to pick up and deliver mail, or arrange a last-minute service that requires immediate delivery.

PSC automatically scans all barcoded mail pieces to track package delivery. This enhances accountability and increases customer visibility to receive up-to-the minute package information and delivery confirmation.

Additionally, customers can take advantage of PSC's strategic partnerships with reliable carriers including the United States Postal Services (USPS) and brand name couriers customers know and trust. The unique relationships allow more flexibility to drop-ship time-sensitive materials so customers can get or receive mail without delay.

Optimize Mail Cost

PSC understands mail budget constraints. Whether it is domestic or international mail, PSC built in a best-rate comparison procedure to send mail by the most cost-effective method. PSC considers specifications such as the package destination and delivery date to for maximum postal cost optimization.

PSC sorts thousands of pieces of mail daily and distributes it through the postal network, allowing us to pass on the best possible rates to customers. Customers also benefit by leveraging volume pricing, which further reduces postage costs while improving delivery reliability and predictability.

Government Cleared, Professional Mail Experts

All PSC dispatchers and mail staff receive government clearance. This ensures the safety of employees at every location. Each member is specially trained to interact with designated points of contacts at each location. Their unmatched professionalism discretely picks up and delivers packages and answers postal questions to their best of their ability.

For more information contact
(301) 492-4600
www.psc.gov



FEDERAL SHARED SERVICES

Accounting Services

Accounting
Debt Collection
Financial Reporting

Acquisition Management Services

Acquisitions

Behavioral Health Services

Employee Assistance Program
Organizational Development and Leadership
Psychological Testing and Evaluation Program
Work / Life Programs

Building Operations Services

Facilities Operations and Maintenance
Room Management
Shredding

Clinical Health Services

FedStrive
Health Clinics
Medical Employability
Medical Surveillance
Workers Compensation Management

Environmental Health and Safety Services

Automated External Defibrillator
Environmental Health and Safety

FedResponse Services

Customer Contact Center

Grants Finance and Administration Services

Grants Management
Indirect Cost Negotiations

Mail and Publishing Services

Departmental Forms Management
Digital Document Management
Graphic Arts
Mail Operations
Mail Screening
Printing Program Management
Section 508 Compliance

Real Property Management Services

Real Estate Strategy
Real Property Disposal
Space Design and Construction

Supply Chain Management Services

Labor and Moving
Medical Supply Fulfillment
Personal Property Disposal
Personal Property Management
Publications Fulfillment
Storage

Transportation Services

Fleet Operations
Transit Subsidy Program Management
Travel Program Management

Wellness and Health Promotion Services

Wellness and Fitness

Complete Design and Mail Shop

PSC is the largest federal shared services provider and can handle all facets of mail operations from designing to printing to mailing.

- **Mail Screening:** Protect employees by proactively inspecting incoming mail and any type of parcel for an array of biological and chemical threats using specialized scientific equipment before it is delivered to the customer's office.
- **Graphic Design:** Create unique concepts, copy, design, and layout of letters, postcards, self-mailers, brochures, catalogs, and other formats, customized to effectively communicate customer messages and brand guidelines.
- **Printing Program Management:** Print commercially or digitally, PSC uses state-of-the-art printing technologies to produce materials accurately, at the highest quality, on time, on budget, and in accordance with the Congressional Joint Committee on Printing and other government and industry policies and regulations.

PSC mail operations relieve customers of their administrative parcel responsibilities to pick-up and deliver postal and interoffice mail, and reduce postage costs sending mail through more cost effective methods without compromising on service and on-time delivery. The results, reduce mail spending budget, save on resources, and better focus on the agency's core missions.

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