



RECEIVED  
MAR 25 2024

March 20, 2024

Mr. Ivan D. Butts  
President  
National Association of Postal Supervisors  
1727 King St., STE 400  
Alexandria, VA 22314-2753

**Certified Mail Tracking Number:**  
7020 3160 0002 0328 0266

Dear Ivan:

This letter is in further reference to the notice dated December 7, 2023 (enclosed), regarding the new Customer Display Unit – Quick Retail Survey (CDU-QRS) for customer completion after a sales transaction. The goal of this survey is to reinforce the Postal brand and provide a world-class experience for our customers. This survey will not replace the Point of Sale (POS) Survey but will provide instant feedback from customers.

As previously informed, the survey will consist of three rotating questions displayed on the CDU for five seconds, the rotation will be per customer and per Retail Service System (RSS) terminal.

The CDU-QRS will be extended until September 5 at the pilot sites listed in the June 15, 2023 notice.

Please contact Dion Mealy at 202-507-0193 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "Shannon Richardson", with a long, sweeping flourish extending to the right.

Shannon Richardson  
Director  
Contract Administration (APWU)

Enclosure



December 7, 2023

Mr. Ivan D. Butts  
President  
National Association of Postal Supervisors  
1727 Kings St STE 400  
Alexandria, VA 22314-2753

**Certified Mail Tracking Number:**  
7020 3160 0002 0328 0198

Dear Ivan:

This letter is in further reference to the notice dated June 15 (enclosed), regarding the new Customer Display Unit – Quick Retail Survey (CDU-QRS) for customer completion after a sales transaction. The goal of the survey is to reinforce the Postal brand and provide a world-class experience for our customers. This survey will not replace the Point of Sale (POS) Survey but will provide instant feedback from customers.

As previously informed, the survey will consist of three rotating questions displayed on the CDU for five seconds, the rotation will be per customer and per Retail Service System (RSS) terminal.

The CDU-QRS will be extended until January 26, 2024 at the pilot sites listed in the June 15 notice.

Please contact Dion Mealy at 202-507-0193 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Shannon Richardson", with a long horizontal flourish extending to the right.

Shannon Richardson  
Director  
Contract Administration (APWU)

Enclosure