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JUN 12 2023

June 9, 2023

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 0327 5880

Dear Ivan:

This is in further reference to the Postal Service's previous notice dated July 9, 2021 (enclosed), regarding a customer's option to communicate with Customer Care Agents through text messaging.

The Enterprise Customer Care (eCC) Short Message Service (SMS) As a Chanel (AAC) application will be deactivated in phases starting June 23. At this time, Customer Care Agents will be converted back to live voice calls only. This change is due to customers choosing to remain on hold to speak with a live agent as the average speed to answer a call has improved resulting in a lower take rate by customers and lower overall utilization of the text messaging option.

Below is the deactivation schedule by site and date:

- Los Angeles, California Call Center, June 23
- Troy, Michigan Call Center, June 30
- Wichita, Kansas Call Center, July 7

Please contact Dion Mealy at 202-507-0193 if there are any questions.

Sincerely,

A handwritten signature in blue ink, appearing to read "Shannon R. Richardson".

Shannon R. Richardson
Director
Contract Administration (APWU)

Enclosure



July 9, 2021

Mr. Brian J. Wagner
President
National Association of Postal Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

Certified Mail Tracking Number:
7019 2280 0001 6261 0791

Dear Brian:

This is in further reference to the Postal Service's previous notices, regarding the proof of concept making available to customers the option to communicate with Customer Care Agents through text messaging. The most recent notice was dated April 12 (copy enclosed).

The Enterprise Customer Care (eCC) Short Message Service (SMS) proof of concept testing, which began September 2020 in Wichita, Kansas ended June 2021. The SMS application will be available to all the Customer Care Centers. Customer Care Agent training will begin August 2.

Enclosed on a compact disc (CD) are the following training materials for your review.

- Facilitator Guide eCC SMS Lead Agent Training
- Facilitator Guide eCC SMS Agent Training
- PowerPoint eCC SMS Lead Agent Training
- PowerPoint eCC SMS Agent Training

Please contact April Cutchember at 240-321-4768 if there are any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Shannon R. Richardson".

Shannon R. Richardson
(A) Director
Contract Administration (APWU)

Enclosures