



July 7, 2022

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 0854

Dear Ivan:

As a matter of general interest, the Postal Service is deploying a new, more intuitive user interface for Customer 360 (C360). This interface, called Salesforce Lightning, includes new features and views to assist users in efficiently providing customer service.

Training on the new features and updates within the C360 platform will be made available in HERO from July 25 through August 18. The interface will be updated in C360 starting August 19.

Enclosed on compact disc are the following documents:

- Copy of the training presentation for local post office (LPO) users, and
- Copy of the training presentation for Consumer Affairs employees.

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 R. Richardson".

Shannon R. Richardson  
Director  
Contract Administration (APWU)

Enclosure