



March 31, 2022

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

**Certified Mail Tracking Number:**  
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Dear Ivan:

As a matter of general interest, the Postal Service plans to conduct a test to evaluate the average time needed between customer inquiry calls at the Customer Care Centers (CCC).

Currently, the system used by the CCCs generates an "After Call Work" report that includes the amount of time agents take between receiving customer inquiry calls. Agents are given a maximum of 30 seconds between calls.

During the test, the 30 second interval will be reduced to ten (10) seconds to see if that is sufficient time for an agent to complete the necessary after call work before receiving the next call. If agents need additional time before taking the next call, they will have the ability to reject the call allowing an additional ten (10) seconds prior to receiving another call. Upon conclusion of the test, the "After Call Work" report will be analyzed to assist in determining the appropriate amount of time that is necessary between customer calls.

The analysis will be conducted with two teams in the Edison, New Jersey CCC and is scheduled to take place between April 9 and May 6.

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", written over a light blue horizontal line.

Shannon Richardson  
Director  
Contract Administration (APWU)