



June 21, 2018

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

Certified Mail Tracking Number:
7016 1370 0002 3014 4706

Dear Brian:

As a matter of general interest, the Postal Service is developing an all-in-one application that will collect and maintain historical customer information related to claims and inquiries. The application is titled, Customer 360 ("C360").

The purpose of the C360 application is to provide employees who handle customer inquiries all the necessary information to provide effective and efficient assistance. Currently, the Postal Service has multiple applications for use and reference when handling customer inquiries; such as, Franklin and eCustomer Care (eCC).

The Postal Service is planning a phased deployment beginning with Tracking and Redelivery customer call types to select Areas, Districts, and Customer Care Centers beginning in September. Locations for initial deployment have not yet been determined. Additionally, training regarding functionality and use of the C360 application is being developed and will be provided to those employees in the selected locations.

Please contact Shannon Richardson at extension 5842 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Rickey R. Dean".

Rickey R. Dean
Manager
Contract Administration (APWU)