



August 31, 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 6168

Dear Brian:

This is in further reference to the July 21 and August 6 notifications regarding the application titled, Customer 360 ("C360") (enclosed).

As previously informed, the purpose of the C360 application is to provide employees who handle customer inquiries all the necessary information to provide effective and efficient assistance. The Postal Service is planning a phased deployment beginning with the Capital Metro Area with training for field employees who handle customer inquiries to be completed by September 21.

In support of the Capital Metro field deployment, approximately 160 Customer Care Center Agents at the Centers located in Edison, New Jersey and Troy, Michigan will be trained on the C360 application between September 3 and September 21.

Enclosed on compact disc is the training that will provided to the Customer Care Agents.

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

Sincerely,

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

 Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosures



August 6, 2018

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

Certified Mail Tracking Number:
7018 0360 0001 9950 6427

Dear Brian:

This is in further reference to the July 21 notification regarding the application titled, Customer 360 ("C360") (enclosed).

As previously informed, the purpose of the C360 application is to provide employees who handle customer inquiries all the necessary information to provide effective and efficient assistance. 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.

On August 9-10, the Postal Service will be conducting a train-the-trainer (TTT) session regarding the usage of the C360 application with thirty-four bargaining unit and Executive and Administrative Scheduled (EAS) employees in the Capital Metro Area. It is anticipated that field employees in the Capital Metro Area who handle customer inquiries will be trained on the application between August 20 and September 21.

Enclosed is a list of employees who are scheduled to attend the TTT session and enclosed on compact disc is the training that will be covered in the session.

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 "Ricky R. Dear", written over a horizontal line.

Ricky R. Dear
Manager
Contract Administration (APWU)

Enclosures



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", written over a horizontal line.

Rickey R. Dean
Manager
Contract Administration (APWU)