

February 16, 2018

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

Certified Mail Tracking Number:
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Dear Brian:

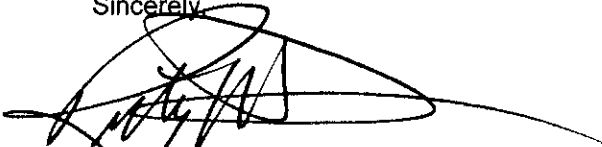
As a matter of general interest, the Postal Service intends to conduct focus group sessions with retail lobby customers in order to collect feedback regarding product menu boards and signage.

The customer focus groups are scheduled to be held in Boston, Massachusetts, and Dallas, Texas on March 7 and 8, respectively. There will be two focus group sessions in both locations and each session is anticipated to last approximately two hours.

The Postal Service will establish a mock retail unit in a testing facility and have focus group participants engage in simulated retail transactions. Each focus group plans to use a current sales and service associate (SSA) from the local area to staff the mock retail counter and perform the simulated transactions. SSA participation will be voluntary and on-the-clock.

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

Sincerely,



Rickey R. Dean
Manager
Contract Administration (APWU)