



January 29, 2018

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

Certified Mail Tracking Number:
70161370000230148551

Dear Brian:

This letter is in follow-up to the correspondence dated December 1, 2017, regarding the Postal Service plans to distribute to retail employees a reference card with information regarding international shipping options (enclosed).

As previously stated, the purpose of the card is to provide a quick reference tool that can be used by retail employees to assist customers in identifying which international shipping option best meets the customers' shipping needs.

In an effort to evaluate the effectiveness of the reference card, the Postal Service intends to conduct a follow-up survey. Retail employees will be notified of the survey through Retail Digest and Retail System Software (RSS) messaging. The survey will be available from January 30 to February 16 and completion will be voluntary and on-the-clock.

You can review the survey by going to the following web address:
<https://www.research.net/r/8BH8KXH>. Enclosed is a copy of the related messaging that will be provided through Retail Digest.

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



December 1, 2017

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

Certified Mail Tracking Number:
70161370000230147868

Dear Brian:

As a matter of general interest, the Postal Service plans to distribute to retail associates a reference card with information regarding international shipping options.

The purpose of the card is to provide a quick reference tool that can be used by retail associates to assist customers in identifying which international shipping option best meets the customers' shipping needs. The card is expected to be provided to all retail employees by the beginning of December.

Enclosed is a sample of the USPS International Shipping Options reference card.

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. Deah".

Rickey R. Deah
Manager
Contract Administration (APWU)

Enclosure

Retail Digest Article Publishing

Submitting Document

The *Retail Digest* is a weekly electronic publication that consists of a collection of tactical messages originating from headquarters organizations to the field retail organization (Area, District and Post Office levels). Its design streamlines communication by categorizing individual messages and distributing them in a weekly batch to the field of upcoming initiatives, events, product updates, etc., reducing the number of messages the field receives and allowing the field to quickly determine the priority each message should be given.

Message Category	Message
Action Required	<p><i>Got International? Let's work through it together!</i> Please take this survey https://www.research.net/r/8BH8KXH</p> <p>Please print the URL to complete the survey on-the-clock on your laptop or ACE computer by COB Friday, February 16, 2018.</p> <p>USPS Global Business wants to hear from YOU! We mailed each retail employee your own USPS® International Mail Service Options reference card in early December, 2017. We based the information on what you told us, and now we want to know how helpful (or not) you find the reference card so we can improve your international customer experiences.</p> <p>Thank you!</p>