



September 13, 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 6786

Dear Brian:

This letter is in further reference to prior notifications regarding the evaluation of the Mailing Requirements Clerk (MRC), Bulk Mail Clerk, and Bulk Mail Technician positions and the piloting of an MRC Help Desk.

As previously informed by letter dated April 23 (enclosed), the Postal Service developed Mail Acceptance Workflows specific to various duties/responsibilities for Bulk Mail Clerks and Bulk Mail Technicians. Further, the Postal Service issued the workflows in seven locations and completed the accompanying training to gather feedback on the subject workflows.

Based on feedback received from the Bulk Mail Clerks and Technicians, the workflows have been updated and finalized for national deployment and training. The training is scheduled to be completed by April 2019. Enclosed on compact disc (CD) is a copy of the finalized Mail Acceptance Workflows.

Additionally, the Union was previously notified in the same letter referenced above, that in seven locations the Postal Service was piloting an MRC Help Desk, including a process for Mailing Requirement Clerks (MRCs) to track and document their customer interactions.

The Postal Service is planning national deployment of the MRC Help Desk in March 2019. Training on the help desk will be given prior to deployment.

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". The signature is stylized and includes a long horizontal line extending to the right.

Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosures



April 23, 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 3327

Dear Brian:

This letter is in further reference to prior notifications regarding the evaluation of the Mailing Requirements Clerk (MRC), Bulk Mail Clerk, and Bulk Mail Technician positions and the piloting of an MRC Help Desk.

As previously informed by letter dated August 25, 2017 (enclosed), the Postal Service conducted an evaluation of the above referenced positions to ensure the continued application and alignment of the job duties, roles, and responsibilities of these positions related to the workload associated with the Business Mail Entry Units (BMEUs).

As a result of the evaluation, the Postal Service has developed Mail Acceptance Workflows specific to various duties/responsibilities for Bulk Mail Clerks and Bulk Mail Technicians. In order to assess the effectiveness of the work instructions, the Postal Service is planning to issue them in the same Districts where the previous evaluations occurred and conduct additional job observations of clerks in the performance of their duties. Based on the observations, the workflows may be adjusted accordingly. Once the workflows are finalized, the Postal Service intends to issue them nationwide. Enclosed are the Mail Acceptance Workflows that will be issued prior to the observations.

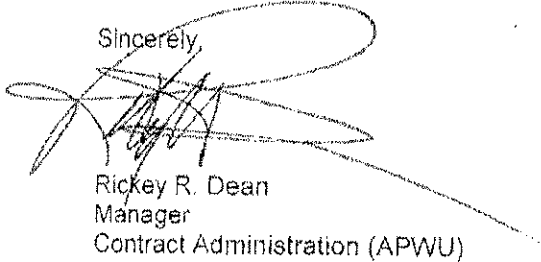
Additionally, the Union was notified by letters dated August 25, 2017, and March 6 (enclosed), that the Postal Service was piloting an MRC Help Desk, including a process for MRCs to track and document their customer interactions. The Postal Service plans to conduct additional observations in the previously identified Districts with the intent of developing workflows for MRC workload. MRCs will be expected to enter all work performed into the ServiceNow platform.

Those MRCs who are staffing the Help Desk (approximately two per pilot District), will be using a Genysis system to track and assist with their customer interactions. This is the same system that is used in the Customer Care Centers and the Customer Retention Sites. For quality and training purposes, the system has the capability to record calls and capture screen shots supporting the call. The Postal Service plans to enable this capability for the MRC Help Desk.

A meeting regarding the evaluations was held with the APWU on September 11, 2017. During the meeting, Lamont Brooks, Assistant Director, Clerk Craft, requested that Richard Haefner be involved with the evaluations. The Postal Service will continue to involve Mr. Haefner in the above referenced observations.

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', is written over a large, light-colored scribble or stamp. The signature is written in a cursive style.

Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosures

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