

March 1, 2018

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

Certified Mail Tracking Number:
70161370000230145000

Dear Brian:

This letter is in further reference to the Postal Service notice dated February 22 (enclosed), on the office visits that are being conducted to gain insight on international retail transactions.

As previously stated, the purpose of the office visits is to identify any challenges, obstacles and improvements that can be made regarding international retail transactions for both the customer and retail personnel. Members from the Headquarters Retail and Customer Service Operations and Global Business Alliance departments will conduct GEMBA walks, perform observations of customer transactions, and conduct interviews with one to three retail employees at each location. Participation is voluntary and will be on-the-clock.

Below is a listing of upcoming office visits and locations:

New York/Triboro District:


- Tuesday, March 6 – Flushing Main Post Office, Flushing, NY 11355
- Wednesday, March 7 – Cooper Post Office, New York, NY 10003
- Thursday, March 8 – Radio City Post Office, New York, NY 10019

Long Island District:

- Thursday, March 8 – Bohemia Post Office, Bohemia, NY 11716
- Thursday, March 8 – Commack Post Office, Commack, NY 11725

Please contact Dion Mealy at extension 6861 if you have any questions concerning this matter.

Sincerely,


Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosure



February 22, 2018

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

Certified Mail Tracking Number:
70161370000230144843

Dear Brian:

As a matter of general interest, the Postal Service will be conducting office visits at three locations to gain insight on international retail transactions. The visits are scheduled to take place during the week of February 26.

The purpose of the office visits is to identify any challenges, obstacles and improvements that can be made regarding international retail transactions for both the customer and retail personnel. Members from the Headquarters Retail and Customer Service Operations and Global Business Alliance departments will conduct GEMBA walks, perform observations of customer transactions, and conduct interviews with one to three retail employees at each location. Participation is voluntary and will be on-the-clock.

The offices visit locations are the Martin Luther King Station and Friendship Station, in Washington, DC, and the Merrifield Station in Merrifield, Virginia.

Please contact Dion Mealy at extension 6861 if you have any questions concerning this matter.

Sincerely,

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

RR
Rickey R. Dean
Manager
Contract Administration (APWU)