



March 8, 2018

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

Certified Mail Tracking Number:
70161370000230142658

Dear Brian:

This letter is in further reference to the Postal Service notices dated February 22 and March 1 (enclosed), regarding 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 the upcoming office visits and locations:

Ohio Valley District:

- Tuesday March 13 – Florence Main Post Office, Florence, KY 41042
- Wednesday March 14 – Cincinnati Main Post Office, Cincinnati, OH 45203
- Wednesday March 14 - Symmes Branch, Cincinnati, OH 45249
- Thursday March 15 – West Chester Main Post Office, West Chester, OH 45069

It is anticipated that office visits will be conducted the week of March 19 in Las Vegas, Nevada and Miami, Florida. The specific offices have not yet been determined.

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

Sincerely,

Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosures



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:
7016137000230144843

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)