



March 6, 2018

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

Certified Mail Tracking Number:
70161370000230142573

Dear Brian:

This letter is in further reference to the Postal Service pilot regarding Mailing Requirement Clerks (MRC) tracking and documenting their customer interactions. Notification of this pilot was provided to the Union by letter dated August 25, 2017 (enclosed).

In those districts that have been included in the above referenced pilot, the Postal Service is planning to pilot a MRC Help Desk, with customer access through a 1-800 number. The MRC Help Desk will include utilizing approximately two MRCs per district. The pilot is scheduled to begin the week of March 26 and continue through the end of the fiscal year. Training will be provided to MRCs on the MRC Help Desk prior to beginning the pilot.

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".

Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosure



August 25, 2017

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

Certified Mail Tracking Number:
70161370000230149282

Dear Brian:

As a matter of general interest, the Postal Service intends to conduct an evaluation of the District Mailing Requirements Clerk, Bulk Mail Clerk, and Bulk Mail Technician positions. The evaluation process will consist of conducting job observations and interviews with bargaining and non-bargaining employees who work in the above referenced positions and/or Business Mail Entry Units (BMEUs).

The purpose of the evaluation is to ensure the continued application and alignment of the job duties, roles, and responsibilities of these positions is related to the workload associated with BMEUs.

The evaluation process is scheduled to occur in September and will be conducted in the following Districts; Capital, Northern Ohio, Lakeland, Connecticut Valley, San Diego, Dallas, and Northland.

Additionally, a process for Mailing Requirements Clerks to track and document their customer interactions will be piloted in the above listed Districts. If successful, the process will be implemented nationwide. Training will be provided to Mailing Requirements Clerks on the process prior to beginning the pilot.

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", written over a horizontal line.

Rickey R. Dean
Manager
Contract Administration (APWU)