



June 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:
7016 1370 0002 3014 4355

Dear Brian:

As a matter of general interest, the Postal Service plans to deploy Happy or Not kiosks to 332 retail units.

The kiosks are intended to be used by customers to provide feedback regarding customer satisfaction and will be placed in the retail lobby. Customers will be able to rate their customer satisfaction by pressing one of the four buttons. It is anticipated that the kiosk will be available for customer use beginning the week of June 18.

Enclosed is an example picture of a Happy or Not kiosk and a compact disc with the list of the retail units that will receive a kiosk.

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

**Your satisfaction
with our service
today?**

