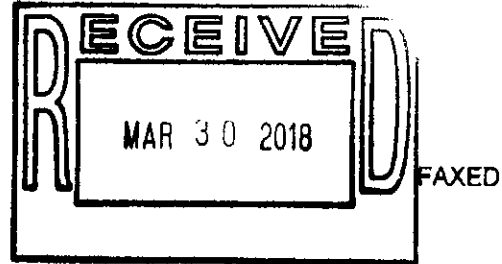


LABOR RELATIONS



March 29, 2018

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



Dear Brian:

As a matter of general interest, the Postal Service plans to introduce a Strategic Training Initiative (STI) course entitled *Providing Exceptional Customer Care* (PECC). This training program replaces the course called *Customer Interaction and Successful Complaint Resolution*.

PECC is tentatively scheduled to go live on March 30 with a completion date of May 31. The audience includes EAS employees assigned to the following positions: Postmasters, Customer Service Managers, and Customer Service Supervisors.

This course will be available in the Learning portal of the new Integrated Human Resources System.

Please contact Bruce Nicholson at extension 7773 if you have questions concerning this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Alan S. Moore".

Alan S. Moore
Manager
Labor Relations Policies and Programs