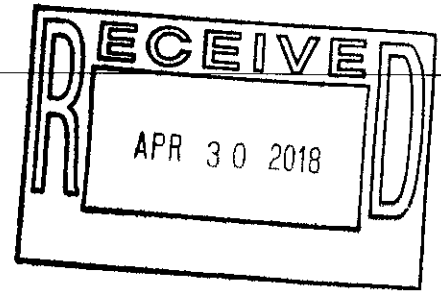


LABOR RELATIONS



April 25, 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 3488

Dear Brian:

As a matter of general interest, the Postal Service has updated the Window Operations Survey (WOS) time factors for Retail Systems Software (RSS) offices.

Enclosed on compact disc are the WOS time factors for Fiscal Year 2018.

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 Dean", with a long horizontal line extending to the right.

Rickey Dean  
Manager  
Contract Administration (APWU)

Enclosure