



May 23, 2019

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

**Certified Mail Tracking Number:**  
7016 3560 0000 7963 1257

Dear Brian:

This is in further reference to the notification dated August 31, 2018, regarding the application titled, Customer 360 ("C360") (enclosed).

As previously informed, the purpose of the C360 application is to provide employees who handle customer inquiries all the necessary information to provide effective and efficient assistance.

The Postal Service is continuing national deployment of the application to all four Customer Care Centers (CCCs), Local Post Offices (LPOs), and Consumer Industry Contact (C&IC) offices. The training for Customer Care Agents will consist of two days to familiarize agents with the application and a one day follow-up for Service Request (case management) creation, the training is scheduled to be completed in August. Training for employees at LPOs and C&IC offices will consist of six modules in the HERO Learning Management System (LMS) and will be available in June.

Enclosed on compact discs are the following training materials:

- C360 Customer Care Center Agent 2-Day Training titled, *Customer 360 (C360) Training*
- LPO and C&IC Six Module HERO LMS Training titled, *Customer 360 LPO/C&IC Trainer Guide*

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

Sincerely,

Rickey R. Dean  
Manager  
Contract Administration (APWU)

Enclosures