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JUL 28 2022

LABOR RELATIONS



July 25, 2022

Mr. Ivan Butts
President
National Association of Postal Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

Dear Ivan:

As a matter of general interest, Employee Engagement (Rural Reach) lead cards have been downloaded on Mobile Delivery Devices (MDD) and will be available for use by rural carriers.

The goal of this project is to create a paperless Rural Reach option, with real-time electronic lead card data being directed to the Inside Sales Group for immediate follow up with the customer.

Enclosed is a reference guide for your review.

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

Sincerely,

A handwritten signature in blue ink, appearing to read "James E. Cole".

James Lloyd
Director (A)
Labor Relations Policies and Programs

Handwritten initials in blue ink, possibly "JL".

Enclosure

Lead Card Creation



Select "U" or Lead Card and press ENTER



Select "1" or Submit Lead and press ENTER



Enter company details. Company name (alphanumeric), contact first name (alpha only), contact last name (alpha only), and phone number required. Press ENTER



Select desired address and press ENTER



If desired address is not found press "E" or MANUALLY

GPS



Address will auto-populate. Press ENTER

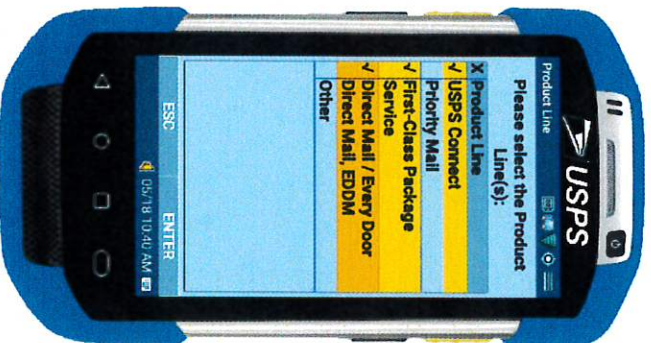
Manual

Assist Address Entry screen will be skipped to Address Entry screen if there is no GPS at the time, or no Route Information in Database



Enter desired address manually and press ENTER

Lead Card Creation



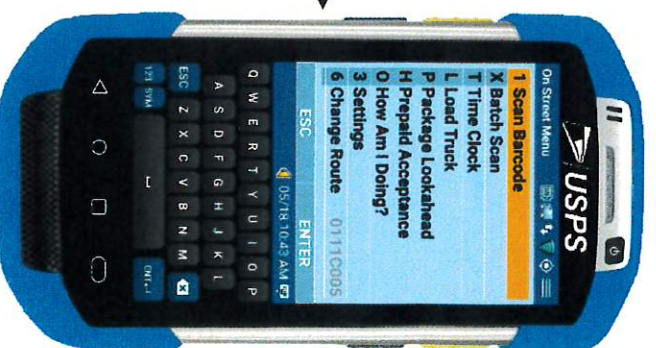
Select all products that apply then press ENTER (Must select at least one)



Enter any additional comments and press ENTER



Timed confirmation pop-up appears



Screen returns to the "On Street Menu"

Lead Card Feedback Viewing



Carrier logs into MDD



Pop-up appears notifying carrier of change in submitted leads. Press ENTER



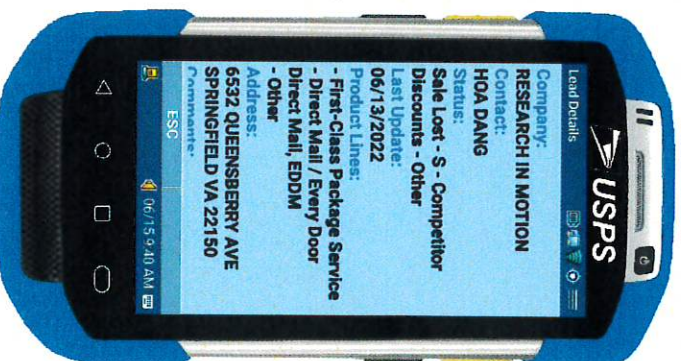
Select "U" or Lead Card and press ENTER



Select "2" or Lead Status and press ENTER. The number in gray color on the right of the "Lead Status" show how many Lead with status. Press ESC

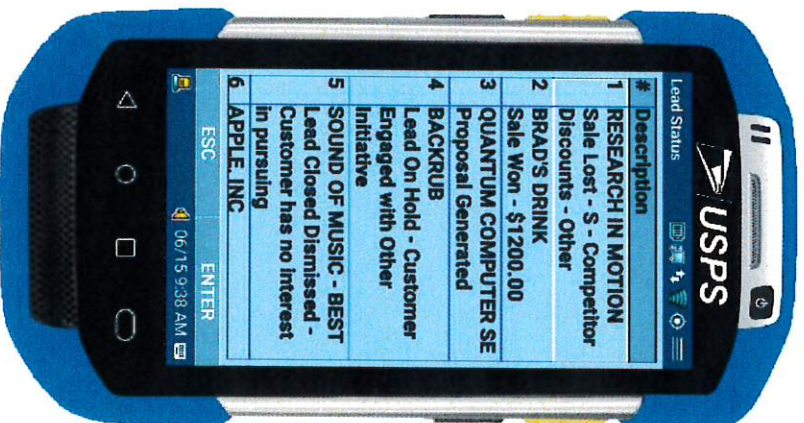


Lead Card description screen appears showing previously submitted leads. Select Lead and press ENTER. Newest lead is listed first. Viewed Leads older than 7 days will not be shown. Any Leads that remain unviewed for 60 days will be removed from the device



Lead details will be shown. Press ESC when finished viewing

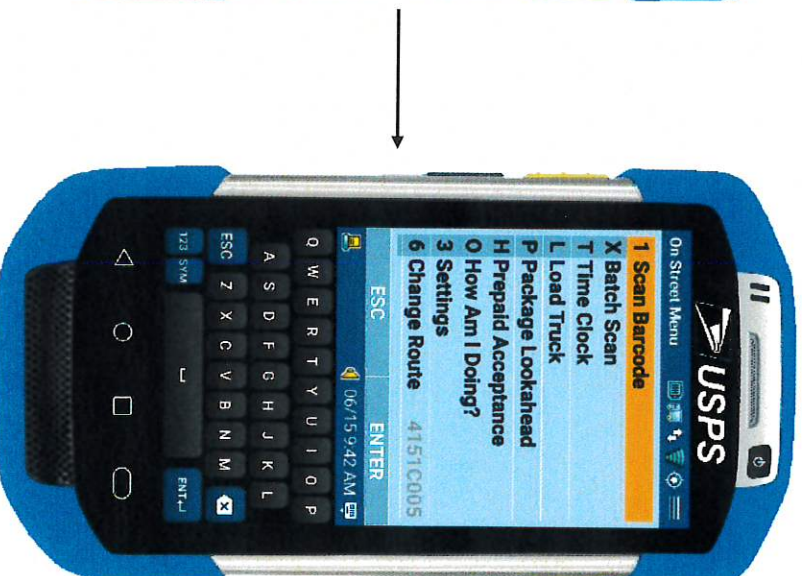
Lead Card Feedback Viewing



MDD will return to Lead Card description screen. Press ESC



MDD will return to Lead Card selection screen. The number in gray color on the right of the "Lead Status" show how many Lead with status. Press ESC



Screen returns to "On Street Menu"