



September 27, 2019



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

Dear Brian:

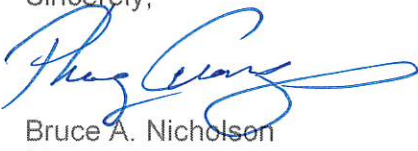
As a matter of general interest, the Postal Service has established a national Mail and Shipping Solution Center (MSSC). The MSSC is intended to be a centralized customer contact for mailing requirements and mail piece design, using a centralized 1-800 number.

As previously informed, the Postal Service piloted and deployed an MRC Help Desk, which provides that Mailing Requirements Clerks (MRCs) use a Genesys system to track and assist with customer interactions. Notification of this initiative was previously provided by letters dated April 23, 2018 and September 13, 2018.

Beginning in December 2019, the MRC reporting structure will be modified. MRCs will report to a supervisor or manager at the MSSC. Although the administrative change will be reflected in the bargaining unit employees' PS Form 50, the transition will have no impact on bargaining unit employees' current status or any of the bargaining unit contractual provisions. The domicile locations, installations/bid clusters, and work assignments will remain the same.

Please contact Phong Quang at extension 2857 if you wish to discuss or if you have questions concerning this matter.

Sincerely,

for 

Bruce A. Nicholson
Manager
Labor Relations Policy Administration