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LABOR RELATIONS



October 4, 2021

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

Dear Mr. Butts

As a matter of general interest, on March 25, you were notified that Employee Engagement (Customer Connect) lead cards would be downloaded onto Mobile Delivery Devices (MDD) and made available for use by city letter carriers. The pilot test is being expanded to the Texas 1, Texas 2, and Texas 3 Districts beginning on October 8.

The goal of this project is to pilot a paperless Customer Connect option, with a real-time electronic lead card data being directed to the Inside Sales Group for immediate follow up with the customer. A survey will be conducted with the participants in the pilot.

Enclosed is a stand-up talk and an MDD Quick Reference.

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

Sincerely,

A handwritten signature in blue ink, appearing to read "David E. Mills".

David E. Mills
Director
Labor Relations Policies and Programs

Enclosures

Carrier MDD Quick Reference:

Are you logged into the MDD Scanner with the correct ID?

Are you logged into the correct route?

Are you in the Street Menu?

Scroll down to Option "U" – Lead Card

Follow the screen prompts to complete the lead entry.

Use the Comment Section to note the customer's interest.

- Connect Local
- Priority Mail
- Marketing

Your lead is complete once you see, **"Thank you for submitting a business lead and helping to grow our business."**

*****Should you have any problem, hit ESC to return to the "main menu"*****



Survey Monkey QR Code, please provide your feedback on using the new lead card function

PLEASE PRINT, READ, CERTIFY & POST THIS STAND-UP TALK

Informational Stand-Up Talk for –
 Subject: “U” Have The Power To Enter A Lead!



USE THE NEW “U” MDD SCANNER FUNCTION TO SUBMIT – A – LEAD TODAY.

We are so excited to offer “U” the capability to enter leads right on your scanners! When a local business asks questions about shipping or advertising, access the “Lead Card” on your scanner.

While on the street menu select option “U” **Lead Card** (You may need to select ESC to see the menu). Enter company name, contact name, phone number and email address if available then ENTER to complete street address, city, state, and zip. Once you see “Thank you for submitting a business lead” you’re finished, and your customer will be contacted by a USPS Representative!



NOTE: GPS address option is only available in street mode and close to the business address.

Please use the Comment Section to enter the customer’s interest, i.e., Connect Local, Shipping, or Marketing.

STATION CERTIFICATION:

Station Name: _____
 Date Service Talk was given _____
 Coordinator (Signature) _____
 Management Coordinator (Signature) _____
 (Please use online certification to ensure proper unit credit)

