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LABOR RELATIONS



April 12, 2021

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

**Certified Mail Tracking Number:**  
7019 2280 0001 6260 4448

Dear Brian:

This is in further reference to the Postal Service's previous notices regarding the proof of concept making available to customers the option to communicate with Customer Care Agents through text messaging. The most recent notice was dated January 14 (enclosed).

The Enterprise Customer Care (eCC) Short Message Service (SMS) proof of concept testing, which began the week of September 29, 2020, in Wichita, Kansas, will be extended through June 2021.

Please contact April Cutchember at 240-321-4768 if there are any questions.

Sincerely,

A handwritten signature in blue ink, appearing to read "Shannon R. Richardson".

Shannon R. Richardson  
(A) Manager  
Contract Administration (APWU)

Enclosure



January 14, 2021

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

**Certified Mail Tracking Number:**  
7019 2280 0001 7461 4565

Dear Brian:

This is in further reference to the Postal Service's previous notices (copies enclosed) regarding the proof of concept making available to customers the option to communicate with Customer Care Agents through text messaging. The most recent notice was dated October 16, 2020.

The Enterprise Customer Care (eCC) Short Message Service (SMS) testing of the proof of concept, which began the week of September 29, 2020, in Wichita, Kansas, will be extended through April. Training of additional Customer Care Agents will begin no sooner than mid-February.

Please contact April Cutchember at 240-321-4768 if there are any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Shannon R. Richardson".

Shannon R. Richardson  
(A) Manager  
Contract Administration (APWU)

Enclosures