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October 16, 2020

OCT 19 2020

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 2127

Dear Brian:

This notice is in further reference to the Postal Service's notices dated February 11 and August 25 (enclosed), regarding its plan to test a concept which would make available to customers the option to communicate with Customer Care Agents through text messaging.

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

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

Sincerely,

A handwritten signature in blue ink, appearing to read "Rickey R. Dean".

 Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosures

LABOR RELATIONS



February 11, 2020

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

Certified Mail Tracking Number:
7018 0360 0001 6256 6298

Dear Brian:

As a matter of general interest, the Postal Service is planning to test a concept which would make available to customers the option to communicate with Customer Care Agents through text messaging.

During the test, customers using the Interactive Voice Response (IVR) system from a mobile device will be offered the choice to communicate with Tier 2 Customer Care Agents via text messaging. The agents will utilize a desktop application to interact with customers electing this option. The purpose of this test is to evaluate the ability to improve service, efficiency, and allow customers to receive communications based on their preference.

The test is scheduled to begin on April 30 in Wichita, KS. Training is currently being developed for Customer Care Agents on use of this application.

If there are any questions, please contact April Cutchember at extension 6612.

Sincerely,

A handwritten signature in blue ink, appearing to read "Rickey R. Dean", written over a circular scribble.

Rickey R. Dean
Manager
Contract Administration (APWU)



August 25, 2020

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 0918

Dear Brian:

This notice is in further reference to the Postal Service's notice dated February 11 (enclosed), regarding its plan to test a concept which would make available to customers the option to communicate with Customer Care Agents through text messaging.

As previously stated, customers using the Interactive Voice Response (IVR) system from a mobile device will be offered the choice to communicate with Tier 2 Customer Care Agents via text messaging for select event codes. The agents will utilize a desktop application to interact with customers electing this option. The purpose of this test is to evaluate the ability to improve service, efficiency, and allow customers to receive communications based on their preference.

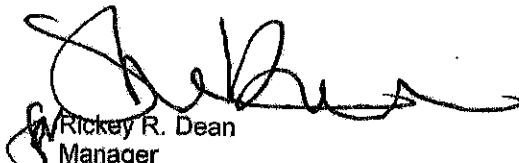
The Enterprise Customer Care (eCC) Short Message Service (SMS) proof of concept is scheduled to begin the week of September 14 in Wichita, Kansas for a duration of six weeks. Agent training will begin no sooner than September 8.

Enclosed on compact disc (CD) are the following training materials for this proof of concept.

- Facilitator Guide eCC SMS Proof of Concept Lead Agent Training
- eCC SMS Proof of Concept Lead Agent Training
- Facilitator Guide eCC SMS Proof of Concept Agent Training
- eCC SMS Proof of Concept Agent Training
- Orientation for Virtual Instructor Led Training (VILT)

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

Sincerely,


Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosures