



May 18, 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 1130 0000 0643 5450

Dear Brian:

As part of the response for the COVID-19 pandemic, on March 24, the Postal Service suspended the Retail Customer Experience (RCE) shops (formerly referred to as Mystery Shopper Program).

Effective May 26, the RCE shops will resume. The use of the mobile Point of Sale (mPOS) and Lobby Assistants will continue to be suspended where it requires close customer contact. Additionally, the RCE survey has been revised to allow an additional response option to the shopper to support COVID-19 concerns as they relate to the customer display unit (CDU). Specifically, the question and response options related to hazardous material will be as follows:

Q: Did you personally enter your answer to the hazardous material question on the CDU display? Please select NA-Technical Issues if there was a technical issue with the CDU.

R: Yes  
No-I was not given the opportunity to answer on the screen  
No-the clerk answered on the CDU display for me  
NA-Technical Issues  
NA-I personally opted not to touch the CDU. I asked the clerk to input my response.

The last response option has been added.

Finally, micro shops will be conducted to review COVID-19 related processes in place in retail units. The areas of focus for the micro shops include cough/sneeze guards, retail COVID-19 signage, and social distancing.

Please contact Shannon Richardson at extension 5842 if you have any questions concerning this matter.

Sincerely,

*for* Rickey R. Dean  
Manager  
Contract Administration (APWU)

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