



August 6, 2018

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 9950 6427

Dear Brian:

This is in further reference to the July 21 notification regarding the application titled, Customer 360 ("C360") (enclosed).

As previously informed, the purpose of the C360 application is to provide employees who handle customer inquiries all the necessary information to provide effective and efficient assistance. The Postal Service is planning a phased deployment beginning with Tracking and Redelivery customer call types to select Areas, Districts, and Customer Care Centers beginning in September.

On August 9-10, the Postal Service will be conducting a train-the-trainer (TTT) session regarding the usage of the C360 application with thirty-four bargaining unit and Executive and Administrative Scheduled (EAS) employees in the Capital Metro Area. It is anticipated that field employees in the Capital Metro Area who handle customer inquiries will be trained on the application between August 20 and September 21.

Enclosed is a list of employees who are scheduled to attend the TTT session and enclosed on compact disc is the training that will be covered in the session.

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

Sincerely,

Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosures



June 21, 2018

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

Certified Mail Tracking Number:
7016 1370 0002 3014 4706

Dear Brian:

As a matter of general interest, the Postal Service is developing an all-in-one application that will collect and maintain historical customer information related to claims and inquiries. The application is titled, Customer 360 ("C360").

The purpose of the C360 application is to provide employees who handle customer inquiries all the necessary information to provide effective and efficient assistance. Currently, the Postal Service has multiple applications for use and reference when handling customer inquiries; such as, Franklin and eCustomer Care (eCC).

The Postal Service is planning a phased deployment beginning with Tracking and Redelivery customer call types to select Areas, Districts, and Customer Care Centers beginning in September. Locations for initial deployment have not yet been determined. Additionally, training regarding functionality and use of the C360 application is being developed and will be provided to those employees in the selected locations.

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

Sincerely,

A handwritten signature in black ink, appearing to read "Rickey R. Dean", written over a horizontal line.

Rickey R. Dean
Manager
Contract Administration (APWU)

District	Name	EAS or Bargaining Unit	
Atlanta	Angela Batemon	Bargaining Unit	
	Ingrid Mitchell-Morton	EAS	
	Gwendolyn Porter	Bargaining Unit	
	Brenda Hardy	Bargaining Unit	
Baltimore	April Stills	EAS	
	Lori Kriner	EAS	
	Anthony M. Potter	Bargaining Unit	
	Genae Grigsby	Bargaining Unit	
	Kiyiana Ray	EAS	
Capital	Tyera Clark	EAS	
	Leslie Felix	EAS	
	Bryant Jackson	Bargaining Unit	
Greater South Carolina	Barry Curry	EAS	
	Darcus Gordon	EAS	
	Joyce Hood	EAS	
	Lisa Penland	EAS	
	Melanie Carter	EAS	
Greensboro	Vicki Davis	EAS	
	Svnethia (Michelle) Haywood	EAS	
	Christy Baldwin	EAS	
	John Palmer	EAS	
	Rasheedah Pass	EAS	
	Mid-Carolinas	Karen Shugart	EAS
		Jennifer Cureton	EAS
Andrea Walker		Bargaining Unit	
Clara Deaver		EAS	
Northern Virginia	Stanley Mitchell Jr.	Bargaining Unit	
	Keicha Allen	Bargaining Unit	
	Melissa Schleig	EAS	
	Donnell Parham	EAS	
	Richmond	James Allen	EAS
Coletta Hughes		EAS	
Tyrone Leake		Bargaining Unit	
Kim Henry		Bargaining Unit	