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LABOR RELATIONS



February 15, 2019

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

**Certified Mail Tracking Number:**  
7016 3560 0000 7963 0786

Dear Brian:

As a matter of general interest, the Postal Service intends to pilot a lobby technology program for Lobby Assistant retail employees.

The intent of the initiative is to improve the overall customer retail experience. The program will help retail employees, working in the capacity of a Lobby Assistant, determine the most appropriate and efficient method for completion of the customers' transaction.

The pilot program will be conducted on March 5-7 at the following locations:

- Capital Metro Area – Woodbridge, Virginia Post Office
- Eastern Area – Cedar Bluff, Tennessee Post Office
- Great Lakes Area – Plainfield, Illinois Post Office

Enclosed for your review is a Standard Work Instruction: Lobby Assistant Program.

Please contact Dion Mealy at extension 6861 if you have any questions concerning this matter.

Sincerely,

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

Rickey R. Dean  
Manager  
Contract Administration (APWU)

Enclosure

# STANDARD WORK INSTRUCTION: LOBBY ASSISTANT PROGRAM



**The Lobby Assistant and lobby technology is designed to optimize the retail customer's experience. The Lobby Assistant helps the customer to determine the best and most efficient path for completing their transactions. The Lobby Assistant is courteous, knowledgeable, efficient and has a positive attitude.**

Important Steps and Roles	Key Points	Reasons for Key Points
<b>SSA</b>		
LOBBY ASSISTANT	<ul style="list-style-type: none"> <li>• <b>Before Going to the Window</b> <ul style="list-style-type: none"> <li>• Must be in full and complete uniform with name tag. A red vest is preferred but not required.</li> <li>• Swipe badge to the correct operation</li> <li>• Lobby Assistant - 0352</li> </ul> </li> <li>• Position mPOS cart near lobby entrance to queue customers in line</li> <li>• Greet each customer</li> <li>• Asked customer how they can be assisted and payment method</li> <li>• Assist customers with a sense of urgency, providing professional product knowledge.</li> <li>• Determine customer's path to complete their transaction(s) as quickly and efficiently as possible – mPOS, SSK, Full Service</li> <li>• If transactions are not mPOS or SSK eligible, let customers know they will be assisted shortly.</li> <li>• Thank customers for their patience when waiting in line, regardless of the amount of time they have waited.</li> <li>• Ensure Full Service customers are prepared when they reach the window – correct forms, forms filled out completely, packages sealed, no illegal markings on the packages</li> <li>• As customers exit, thank them and remind them to complete the POS survey on the</li> </ul>	<ul style="list-style-type: none"> <li>• Capturing the customers' needs at the door, will allow you to direct them in their journey or queue them in line.</li> <li>• Manage the retail lobby and be readily available to serve customers, answer questions and give directions. Allied tasks are to be completed when there are no customers to serve in the lobby.</li> <li>• Maintain a professional, neat, and clean appearance.</li> <li>• Clean, clutter-free workstations, GIST every customer every time and provide a world-class customer experience.</li> <li>• Working the line one customer at a time affects lobby control, educate and equip customers in our self-service environment.</li> <li>• Customers feel appreciated when their presence is acknowledged.</li> <li>• Acknowledging customers waiting in line shows we value their time.</li> </ul>

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	<p>bottom of the receipt and use the Happy or Not Kiosk (if available) to provide feedback about their experience</p>	
SSK FUNCTIONALITY	<ul style="list-style-type: none"> <li>Assist customers with SSK-eligible transactions that are unfamiliar with the kiosk.</li> <li>Dimensions are captured automatically</li> </ul>	<ul style="list-style-type: none"> <li>Educating the customers with SSK-eligible transactions will allow them to use the kiosk after hours unassisted and will allow full service to assist with more complex transactions.</li> </ul>
SSK SECURITY FEATURES	<ul style="list-style-type: none"> <li>Inform customers to leave their chip cards in the reader until prompted to remove them.</li> <li>PIN Entry cannot be bypassed, if prompted to input a PIN, it must be entered to complete the transaction.</li> </ul>	<ul style="list-style-type: none"> <li>If the chip card is pulled out prior to being prompted, the payment will not be authorized and they will have to try again.</li> <li>Security features are in place to protect the customer and USPS from financial loss.</li> </ul>
SSK AND ASSISTING MULTILINGUAL CUSTOMERS	<ul style="list-style-type: none"> <li>Inform customers of the Spanish language option on the SSK, to conduct transactions in their language.</li> <li>Print translator sheets from the link to aide with assisting non-English speaking customers.</li> </ul>	<ul style="list-style-type: none"> <li><a href="http://blue.usps.gov/hr/jobs-workforce/diversity-inclusion/multilingual-tools-aids.htm">http://blue.usps.gov/hr/jobs-workforce/diversity-inclusion/multilingual-tools-aids.htm</a></li> <li>Various languages on the translator include Arabic, Chinese, French, German, Hindi, Korean, Polish, Portuguese, Russian, Spanish and Vietnamese</li> </ul>
MPOS	<ul style="list-style-type: none"> <li>Place mPOS on charger at COB every day.</li> <li>Complete every eligible transaction on mPOS</li> <li>mPOS cart should be stock with most popular items: padded envelopes, tape</li> <li>Identify customers as they enter the lobby for eligible mPOS transactions <ul style="list-style-type: none"> <li>Stamp booklets / stamp coils</li> <li>Priority Mail flat rate postage sales</li> <li>ReadyPost or greeting card sales</li> <li>Non-revenue mail pickup with a 3849</li> <li>Pre-paid mail acceptance</li> </ul> </li> <li>Safeguard stamps in the locked mPOS cart or a closed pouch on your person.</li> </ul>	<ul style="list-style-type: none"> <li>mPOS needs to be fully charged to maintain battery life throughout the day (an external pocket juice battery is recommended for heavy days to ensure battery stays fully charged).</li> <li>Utilizing the mPOS while in the lobby will give more credit to transactions, and can increase staffing if needed</li> <li>Assisting customers with in-lobby transactions will decrease WTIL for customers who need to be queued in full service lines.</li> </ul>

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<p><b>CALL FOR ASSISTANCE</b></p>	<ul style="list-style-type: none"> <li>• Alert back office management via Walkie Talkie (where applicable) when 3 or more customers queue in line, don't allow line to back up and then seek help. Be proactive.</li> <li>• Communicate with management who will be the back-up to assist when they are not in the building.</li> </ul>	<ul style="list-style-type: none"> <li>• Being proactive in asking for help will keep control of the situation and will allow provisions to be made.</li> </ul>
<p><b>LOBBY REPLENISHMENT</b></p>	<ul style="list-style-type: none"> <li>• Ensure lobby is completely stocked at all times, complete a replenishment audit 3X's a day.</li> <li>• Ensure there is an adequate supply of forms and Priority Mail Express/Priority Mail packaging products at the SSK, especially at closing for 24-hour lobbies.</li> </ul>	<ul style="list-style-type: none"> <li>• A well-stocked, organized lobby attracts customers, and saves the LA from going back and forth to assist customers who are in need of supplies.</li> </ul>
<p><b>POS SURVEY</b></p>	<ul style="list-style-type: none"> <li>• As customers exit, thank them and remind them to complete the POS survey on the bottom of the receipt to provide feedback about their experience</li> </ul>	<ul style="list-style-type: none"> <li>• Knowing how customers feel about the service your office has provided allows for change/correction, or gratification of a job well done.</li> </ul>
<p><b>HAPPY OR NOT (HON)</b> (where applicable)</p>	<ul style="list-style-type: none"> <li>• Monitor the kiosk to avoid tampering.</li> </ul>	<ul style="list-style-type: none"> <li>• The kiosk should be located where customers can freely provide their feedback without intimidation.</li> </ul>
<p><b>EQUIPMENT</b></p>	<ul style="list-style-type: none"> <li>• Notify management of any inoperable SSK, mPOS, Happy or Not (HON) equipment / software.</li> <li>• Call the helpdesk and provide management with a ticket number.</li> </ul>	<ul style="list-style-type: none"> <li>• Management can notify proper chain of service issues.</li> <li>• LA or Lead SSA can call the help desk for assistance, to have equipment restored timely.</li> </ul>