



February 11, 2020

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

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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". The signature is stylized and overlaps the printed name below it.

Rickey R. Dean  
Manager  
Contract Administration (APWU)