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August 9, 2023

Mr. Ivan D. Butts
President
National Association of Postal Supervisors
1727 King St., STE 400
Alexandria, VA 22314-2753

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Dear Ivan:

As a matter of general interest, the Postal Service is evaluating the design of a customer experience (CX) Service/Support Unified Customer Profile (UCP), with a focus on ways to enhance the customer experience.

The purpose of the evaluation is to identify the best way to provide employees with a reliable, accurate, 360-degree view of customer data so they can address inquiries and service requests quicker and eliminate the need to navigate multiple systems to access data or resources.

The Customer Experience (CX) and Strategy Team plans to conduct focus groups with customer support employees from various functions regarding their respective day-to-day operations. The focus group participants will include bargaining unit and Executive and Administrative Schedule (EAS) employees working in Business Mail, Business Service Network, Consumer Affairs Office, Customer Care Center, Mail & Shipping Solutions Center, Local Post Offices, Headquarters, Customer Retention Center and USPS.com. Participation is voluntary and will be on-the-clock.

Topics covered during the focus group will include knowledge of the various systems used to obtain information, common customer inquiries received, challenges with using multiple applications, and suggestions to improve the overall customer experience.

The focus groups are anticipated to begin August 14 via Zoom.

Please contact Dion Mealy at 202-507-0193 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "Shannon Richardson", with a long, sweeping underline.

Shannon Richardson
Director
Contract Administration (APWU)