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May 13, 2024

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

Certified Mail Tracking Number:
7020 3160 0002 0328 1614

Dear Ivan:

This is in further reference to the Postal Service's most recent correspondence dated December 14, 2023 (enclosed) regarding the updates to the *Sales and Services Associate (SSA) Academy* training.

As previously stated, the revisions to the training included updated reference material, clarification on existing language, corrections to grammatical and structural errors as well as the changes to Ground Advantage. The updates were based on feedback and input by various subject matter experts (SMEs) including those assigned by the American Postal Workers Union (APWU).

The *Sales and Services Associate (SSA) Academy* exam is being updated to correspond with the revised training mentioned above. The process will involve conducting item writing sessions with current SSAs to generate test content. This will include developing test questions, correct and incorrect response options, reviews and quality checks. Participation will be voluntary.

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 horizontal flourish extending to the right.

Shannon Richardson
Director
Contract Administration (APWU)

Enclosure



December 14, 2023

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

Certified Mail Tracking Number:
7020 3160 0002 0328 0235

Dear Ivan:

As a matter of general interest, the Postal Service plans to revise the current *Sales and Services Associate (SSA) Academy* training to include USPS Ground Advantage.

The purpose of the revisions is to remove and/or update obsolete terminology as the Postal Service has renamed the First-Class Package Service (FCPS) as USPS Ground Advantage, which replaces the combined use of FCPS, USPS Retail Ground (RG) and Parcel Select Ground (PSG).

Enclosed on compact disc (CD) are the following:

- An electronic copy of the current *SSA Academy* training;
- An electronic final draft copy of the amended *SSA Academy* training with and without track changes;
- A copy of the Change Control Log; and,
- A copy of the *SSA Academy* PowerPoint Presentation.

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

Sincerely,

A handwritten signature in black ink, appearing to read "Shannon Richardson".

Shannon Richardson
Director
Contract Administration (APWU)

Enclosure