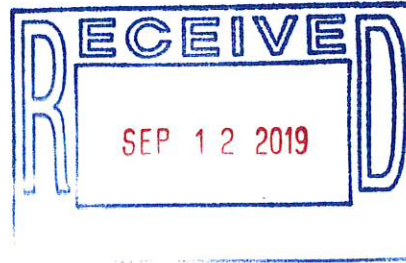




September 9, 2019



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

Dear Brian:

As a matter of general interest, the Postal Service is partnering with Upland Software to provide employees and retirees access to benefits and wellness information through text messages.

The program will launch October 1. Participation is voluntary and individuals can choose to opt-in and opt-out of receiving the subject text messages at any time.

We have enclosed a reference sheet concerning this matter that provides details about the program and instructions for enrollment.

Please contact Bruce Nicholson at extension 7773 if you have questions concerning this matter.

Sincerely,

A handwritten signature in blue ink that appears to read "AS Moore".

AS Alan S. Moore
Manager
Labor Relations Policies and Programs

Enclosure

BENEFITS & WELLNESS

Text Message Based Communications

OVERVIEW

- Beginning in October 2019, the Benefits & Wellness Team is starting a one year pilot of text-message based communications to reach employees across the organization and retirees across the country with benefits and health promotion messaging.
- Text messaging can reach a portion of the population who the Benefits & Wellness Team are currently struggling to reach due to technology barriers. While many employees do not have access to email, or rarely check it, text messages are 4x more likely to be read than an email and with almost every American adult having a cellular phone, we will be able to reach more of our population.

BACKGROUND

- Text Message Based Communications will be an opt-in program where participants must proactively sign up to receive text messages. Participants can also opt out at any time after they sign up.
- The text messaging program will only collect phone numbers for employees and retirees that opt-in for the program. There will be no personally identifiable information associated with the phone number.
- Text message based communications can serve Postal employees by:
 - Sending them resources on the annual Open Season and other Benefits information,
 - Sending reminders about important dates, such as the start and end of Open Season,
 - Providing health tips and resources,
 - Promoting positive behavior change

SIGN UP INSTRUCTIONS

- Current employees:
 - Text BENEFITS to 21333 to get benefits updates or USPSWELLNESS to 21333 to get wellness updates
- Retirees:
 - Text WELLNESS to 21333 to receive benefits and wellness updates