

RECEIVED

MAY 10 2021

LABOR RELATIONS



May 7, 2021

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

Certified Mail Tracking Number:
7019 2280 0001 6260 4523

Dear Brian:

The Postal Service has decided to withdraw the proposed form titled, *Observation of Retail and Customer Service Practices*.

Notice of the proposed form was provided to your organization by letter dated April 15 (copy enclosed).

Please contact Mike Faber at 215-432-0613 if you have any questions concerning this matter.

Sincerely,

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

Shannon R. Richardson
A/Manager
Contract Administration (APWU)

Enclosure



April 15, 2021

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

Certified Mail Tracking Number:
7019 2280 0001 6260 4455

Dear Brian:

As a matter of general interest, the Postal Service proposes to establish a form titled *Observation of Retail and Customer Service Practices*.

The purpose of the proposed form is to provide management with a means of observing and managing employees assigned to Retail and Customer Service Operations. It is anticipated that the observations performed by management using the subject form will result in the identification of work practices that have a positive contribution to the operation or have resulted in, or could result in, operational deficiencies.

Enclosed are the following:

- A draft copy of the proposed *Observation of Retail and Customer Service Practices* form; and
- A narrative explanation of the purpose and impact of the proposed *Observation of Retail and Customer Service Practices* form.

Please contact Mike Faber at 215-432-0613 if you have any questions concerning this matter.

Sincerely,

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

Shannon R. Richardson
A/Manager
Contract Administration (APWU)

Enclosures