



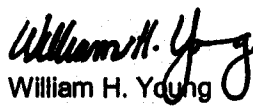
VICE PRESIDENTS, AREA OPERATIONS
 MANAGER, CAPITAL METRO OPERATIONS
 DISTRICT MANAGERS
 NATIONAL BUSINESS AGENTS, NALC

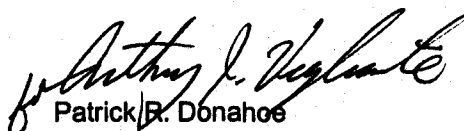
SUBJECT: Customer Connect--Roles and Responsibilities for Joint Level Local Leadership Team

This memo serves as a follow-up to our memo dated July 16, Customer Connect--Exceeding Customer Expectations Everyday. The joint local team will consist of the Delivery Unit manager or his/her designee and an NALC member appointed by the local NALC Branch President. The parties have further enhanced the Customer Connect program by agreeing to the following roles and responsibilities for the joint level local leadership team:

- To the extent possible, provide an isolated area to post Customer Connect weekly reports.
- Continually communicate program highlights such as success stories and newsletters.
- Ensure weekly individual carrier reports are shared with individual carriers and station summary reports are pulled and posted.
- Provide weekly unit-wide updates/stand-up talks regarding overall Customer Connect activities.
- During stand-up talks, encourage two leads per month from applicable letter carriers.
- Work with local district coordinators in resolving site issues/inquiries and to obtain additional stand-up talk information.
- Email unresolved issues to your local district coordinator for immediate action. If issues are not resolved at the local level, escalate the issue by emailing to the Customer Connect email address.
- The joint local team will input carrier lead information at their local station.
- The joint local team will inform the local NALC Branch President of any problems as well as regularly communicated items of interest.
- The district will have quarterly telecons with the local teams to apprise them of national telecons and to communicate items of interest.

If you have questions regarding the joint level local leadership team or other program questions, please contact De-Borah Honore, Program Manager, Customer Connect, at 202-268-5337.


 William H. Young
 President, NALC


 Patrick R. Donahoe
 Chief Operating Officer and
 Executive Vice President

December 13, 2004