

LABOR RELATIONS



August 30, 2005

Jim Korolowicz
National Association of
Letter Carriers, AFL-CIO
100 Indiana Avenue NW
Washington, DC 20001-2144

Certified Mail Number:
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Dear Jim.

This letter is to further clarify the policy for the "Submit a Lead Program" when Customer Connect is introduced into an office. In all instances, when Customer Connect is introduced at an installation the Customer Connect Program becomes the only program for city letter carriers in that installation for submitting leads.

Crafts outside city letter carriers may continue to use the Submit a Lead Program when Customer Connect is introduced into an installation.

We will continue to communicate and educate the field on this policy to ensure all parties are aware that once an office becomes a Customer Connect facility, the Submit a Lead process must cease for city letter carriers at that site.

Sincerely,


Kimberly Proud
Labor Relations Specialist
Contract Administration (APWU)