



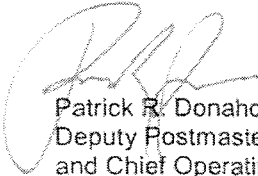
June 4, 2007

VICE PRESIDENTS, AREA OPERATIONS
DISTRICT MANAGERS
NATIONAL BUSINESS AGENTS, NALC

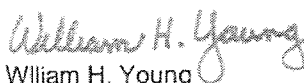
SUBJECT: Customer Connect-Updates and Required Responsibilities

This memo serves as an update and reiteration of required and agreed upon mandates for the Customer Connect program. Please ensure adherence.

- Customer Connect leads are to be entered into the system at the station level within 24 hours of receipt of the lead. Access the lead submittal page by typing in the URL www.customerconnectleads.com
- Ensure an isolated location is established for the placement of lead cards.
- Ensure a management and letter carrier coordinator is assigned at each Customer Connect site. Contact your local President or National Business Agent (NBA) for carrier recommendation
- Customer Connect service talks are required every two weeks. Stand-up talk material is provided by your local Small Business Specialist. During stand-up talks, encourage two leads per month.
- Service talks must be signed by the management and letter carrier coordinator and filed for retrieval in the event of an audit. In the case of non-compliance, signed service talks may be required to be sent to the NBA or district office until assurance of compliance.
- Ensure weekly "Individual Carrier Reports" are shared with individual carriers and the "Station Summary Report" is posted in a general area isolated for Customer Connect.
- Ensure ample amount of lead cards are on hand at your location. If you need additional information or supplies, contact your local Small Business Specialist.
- The district Small Business Specialist in conjunction with NALC representatives will have quarterly telecons with local site coordinators to ensure program information and updates are shared. Please allow time for such teleconferences.
- To add a site to the Customer Connect program, prepare a jointly signed letter of request from the district manager and NBA and provide it to the Small Business Specialist for submittal.



Patrick R. Donahoe
Deputy Postmaster General
and Chief Operating Officer



William H. Young
President, NALC

cc: Ms. Bizzotto
Ms. Plonkey
Mr. Galligan
Mr. Vegliante