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MAY 25 2017

LABOR RELATIONS



Per \_\_\_\_\_

May 22, 2017

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

**Certified Mail Tracking Number:**  
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Dear Mark:

As a matter of general interest, the Postal Service plans to resume the recognition program for employees at the Customer Care Centers. The previous recognition program was known as the Vice-Presidents Club. At each of the four Customer Care Centers, one Customer Care Agent will be recognized on a quarterly basis; they will be called Customer Service Champions. These Customer Service Champions will be selected from the top performers at each center based upon their interaction with customers.

The recognition program is scheduled to begin in July and will be based on employee performance for the preceding three month period (quarter 3) and will continue on a quarterly basis. Enclosed is a copy of the service talk on the program, containing a listing of the eligibility criteria and detailing the rewards that come along with being recognized as a Customer Service Champion.

Please contact Dion Mealy at extension 6861 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Rickey R. Dean", written over a horizontal line.

Rickey R. Dean  
Manager  
Contract Administration (APWU)

Enclosure

# Customer Service Champions

Thank you for the hard work you do every day assisting customers and resolving issues. Your efforts are very much appreciated but now it's time to take it to the next level.

Senior Vice President Cliff Rucker wants to recognize an Agent every quarter at each site that is delivering a world class experience with every interaction with our customers.

**This quarterly award will be based upon the following eligibility requirements.**

- Agent must have taken calls in all three months of the performance period.
- Agent must have Five (5) or more QA program 100% evaluation scores during the performance period.
- Agent must have an average of 80% or better during the performance period. (If an Agent has zero survey responses this requirement will be waived.)
- Agent must not have any QA program auto fails during the performance period.
- Agent must not have any unscheduled leave during the performance period.
- Agent must not have any formal discipline (LOW or greater) during the performance period.

If more than one Agent meets all of the eligibility requirements the following tie-breakers will be used in order.

1. Agent with the highest gross generated during the performance period.
  - If the final candidates have not generated any revenue then a second tie-breaker criteria will be used.
2. Agent with the highest average QA program score value as measured to the hundredths position.

**Being recognized as a Customer Service Champion comes with its rewards:**

- ❖ Name placement on site plaque
- ❖ Certificate for work area and hard copy in HR file
- ❖ Reserved parking for three (3) months

**Starts: July 2017**

*If an Agent meets all the required criteria but is not the ultimate winner, they will be recognized with a SVP Finalist Certificate.*



**United States Postal Service Primary Core Value:  
Start with the Customer's Need in Mind**