



December 27, 2010

Mr. Cliff Guffey
 President
 American Postal Workers
 Union (APWU), AFL-CIO
 1300 L Street, NW
 Washington, DC 20005-4128

Certified Mail Tracking Number:
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Dear Cliff:

As a matter of general information, please be advised that the Postal Service will be making changes to the Retail Customer Experience Program (RCE), previously known as the Mystery Shopper Program, which will start in January 2011.

Currently, Retail Associates (RAs) use the Perfect Transaction method for all customers who are mailing packages, in which RAs ask scripted questions offering specific products, explaining their features and benefits. Results of these questions are reported in the RCE Product Offering and Product Explanation categories.

Based on a confidence in RAs product knowledge, the following changes will be made:

- RAs will no longer be required to use the Perfect Transaction method.
- RAs can customize their questions to best address individual customer needs.
- Product Offerings and Product Explanation categories will no longer be scored.
- RCE Shopper comments for these categories will be provided for informational purposes only.

In addition, the HAZMAT question will still be required, but instead of asking the question for each individual package, the question will now be asked for the entire customer visit.

The scoring weights of RCE categories will be revised as follows:

RCE Category	Current Weight towards overall RCE score	New Weight towards overall RCE Score
WTIL	25%	40%
HAZMAT	10%	15%
Product Offering	25%	0%
Product Explanation	20%	0%
Promotion & Merchandising	10%	25%
Image	10%	20%
Total Weight	100%	100%

If you have any questions or concerns regarding this program, please contact Labor Relations Specialist Patrick Devine at (202) 268-5421.

Sincerely,

A handwritten signature in black ink, appearing to read "J. W. Dockins". The signature is fluid and cursive, with the first letters of each name being capitalized and prominent.

for John W. Dockins
Manager
Contract Administration (APWU)