



November 23, 2010

THOMAS G. DAY
VICE PRESIDENT, INTELLIGENT MAIL AND ADDRESS QUALITY

PRITHA MEHRA
VICE PRESIDENT, BUSINESS MAIL ENTRY AND PAYMENT TECHNOLOGIES

SUBJECT: Management Advisory – Full Service Intelligent Mail Program Customer Satisfaction (Report Number DA-MA-11-001(R))

This management advisory presents the results of our review of the U.S. Postal Service's Full Service Intelligent Mail (IM) Program (Project Number 10YG019DA000). Our objective was to determine customer satisfaction with the Full Service IM Program and identify barriers to mailer participation. We conducted this self-initiated review based on performance risks associated with the Full Service IM Program. See [Appendix A](#) for additional information about this review.

The Postal Service relies heavily on information technology to support its mission of providing prompt, reliable, and efficient mail. IM barcodes for mailpieces have been implemented and the enabling technology has been deployed to support mail visibility in the Postal Service network. The Postal Service offers two different IM service options: Basic and Full Service. Choosing the Basic option will ensure compliance with the retirement of the long-standing barcode in May 2011. A major initiative of the IM Program launched in May 2009 is the Full Service IM Program. Full Service IM systems improve insight into how well mail can be sorted by equipment while providing customers mailing information. Given the current financial condition of the Postal Service, it is imperative for management to maximize participation in the Full Service IM Program to enhance customer service and achieve benefits such as cost control and revenue assurance. In fiscal year (FY) 2010, about 30 percent of 214 billion business mailpieces contained the IM barcodes. During the same period, Full Service program mailpieces grew at an average weekly rate of about 9 percent totaling 5.3 billion pieces at year end or 2.5 percent of business mailpieces.

[Conclusion](#)

Surveys of Full Service IM participants disclosed mixed results for program usefulness. For five of the six program benefit categories, one-third of the respondents described the program features as very useful and the majority considered them at least useful. However in three of the six benefit categories, one-third of the respondents described

the program features as not useful at all. In addition, non-participants expressed several concerns with the Full Service Program. The primary reasons mail owners did not participate in the Full Service Program were high start-up costs and limited program benefits. This indicates that the Postal Service needs to re-emphasize program benefits and offer incentives to increase business mailer participation. In addition to start-up costs and program features, mail service providers expressed concerns with assistance at the business mail entry units (BMEU) and *PostalOne!* Help Desk. Not addressing these concerns could limit program participation and customer satisfaction. See [Appendix B](#) for our detailed analysis of this topic.

We recommend the senior vice president, Intelligent Mail and Address Quality, in coordination with the vice president, Sales:

1. Re-emphasize Full Service Intelligent Mail Program benefits to Postal Service business mailers.
2. Consider offering program incentives to business mailers to offset program start-up costs.
3. Provide continuing training to Business Mail Entry clerks and *PostalOne!* Help Desk employees on important Intelligent Mail issues.

Management's Comments

Management generally agreed with the findings and recommendations and stated that they have effective and ongoing efforts in place to address the issues raised in the report. Management further stated that they have conveyed — and continue to convey — the benefits of the Full Service Program in both generic and trade press coverage. The Postal Service also indicated they have made an effort to bring more mailers into the Full Service Program before this audit was conceived and want recognition for those efforts. In addition, management said they will employ tools for small business mailers to make it easier for them to migrate to full service. Beyond direct discounts for participation in Full Service IM, the Postal Service views the requirement to use the program for other incentive options as the better alternative to incent adoption. Lastly, the Postal Service disagreed to an extent with our finding relating to customer assistance that seems to emphasize the negative. The Postal Service provided some mailer excerpts that evidenced praise for the *PostalOne!* Help Desk. These excerpts primarily emphasized personal attention and diligence provided by Help Desk personnel. The Postal Service also scheduled a detailed training and certification program to help mailers address issues arising from Full Service mail preparation. See [Appendix C](#) for management's comments in their entirety.

Evaluation of Management's Comments

The U.S. Postal Service Office of Inspector General (OIG) considers management's comments responsive to the recommendations in the report. We recognize that corporate efforts were already underway to emphasize program benefits before the inception of our audit and that the mailer participation results are mixed thus far. While we also recognize the personal attention and diligence provided to customers by some help desk personnel, the survey results and the comments submitted highlight the need for additional training. Therefore, we agree enhancing employee training on IM issues are warranted as customer complaints centered on employee knowledge and availability.

The OIG considers recommendation 3 significant, and therefore requires OIG concurrence before closure. Consequently, the OIG requests written confirmation when corrective actions are completed. This recommendation should not be closed in the Postal Service's follow-up tracking system until the OIG provides written confirmation that the recommendations can be closed.

We appreciate the cooperation and courtesies provided by your staff. If you have any questions or need additional information, please contact Miguel Castillo, director, Engineering and Facilities, or me at 703-248-2100.



Mark W. Duda
Deputy Assistant Inspector General
for Support Operations

Attachments

cc: Susan M. LaChance
Corporate Audit and Response Management

APPENDIX A: ADDITIONAL INFORMATION

BACKGROUND

The U.S. Postal Service relies heavily on information technology to support its mission of providing prompt, reliable, and efficient mail. Management has implemented IM barcodes for mailpieces and deployed the enabling technology to support mail visibility into the Postal Service network. In FY 2010, about 30 percent of 214 billion business mailpieces contained the IM barcodes. During the same period, Full Service program mailpieces grew at an average weekly rate of about 9 percent totaling 5.3 billion pieces at year end or 2.5 percent of business mailpieces. Beginning in May 2011, to be eligible for automation discounts mailers need to use IM barcodes.

The Postal Service offers two different IM service options: Basic and Full Service. Choosing the Basic option will ensure compliance with the retirement of the POSTNET barcode in May 2011. A major initiative of the IM program launched in May 2009 is the Full Service Program. Full Service systems improve insight into mail quality information while providing customers mailing information. As part of the Full Service program, customers submit electronic documentation that provides details about the mailpieces, including the unique IM barcodes applied. Customers then receive Address Correction Service data as well as scans of IM container barcodes captured at induction.

The Full Service option also proposes to obtain scan data from mail processing equipment and compare it to mailing data received electronically to verify that the mail is prepared according to the prices claimed by the mailer. The Postal Service plans to implement this feature in the summer of 2011. In addition to providing improved accuracy through census verification (current mail verification is performed by manual selection of a sample), electronic verification reduces business mail acceptance labor costs by eliminating postage statement data entry time and eliminates data entry errors.

OBJECTIVE, SCOPE, AND METHODOLOGY

The objective of this self-initiated review was to determine customer satisfaction with the Full Service Program and identify barriers to mailer participation. Our review covered the period of May 1, 2009, to April 30, 2010. To accomplish our objective we conducted electronic surveys of Full Service and non-Full Service business mail owners¹ and mail service providers². We obtained 3,933³ business mail owner email addresses from the *PostalOne!* eDocs system and sent electronic surveys to all business mailers. We categorized responses by service (Full Service and non-Full Service) and size (large, medium, and small for business mail owners). We also obtained 418 mail service

¹ A business mail owner is any Postal Service business customer who produces and owns the content/message in the envelope. Non-Full Service owners may be non-participating or using basic services.

² A mail service provider is a company or entity that creates prepares, processes, and presents or inducts mail for business mail owners or other companies in the U.S. Postal Service network.

³ We sent out a total of 4,351 surveys to mail owners and mail service providers. We received 362 responses or 8 percent. See [Appendix A](#) for details.

provider email addresses from the mail.dat system and sent electronic surveys to all of the business mail service providers.

To assess satisfaction with Full Service Program benefits, we collected results from 67 current Full Service customers. To identify barriers to Full Service mailer participation, we surveyed business mailers who do not subscribe to the Full Service IM Program. We collected data from 290 business mail owners and 75 business mail service providers and categorized responses from mail owners based on mail volume. See Chart 1 for the profile of mail owner respondents.

Chart 1. Mail Owner Survey Respondent Profile

IM Status	Large (FY 09 mail volume > 1 million)	Medium (FY 09 mail volume between 1 million and 500k)	Small (FY 09 mail volume < 500k)	Total
Full Service	33	17	17	67
Non-Full Service	80	44	99	223
Total	113	61	116	290

We conducted this review from April to November 2010 in accordance with the Quality Standards for Inspections⁴. We discussed our observations and conclusions with management officials on September 9, 2010, and included their comments where appropriate. We did not use computer-generated data for our analysis and therefore did not assess the reliability of the data.

⁴ These standards were last promulgated by the President's Council on Integrity and Efficiency (PCIE) and the Executive Council on Integrity and Efficiency (ECIE) in January 2005. Since then, The Inspector General Act of 1978, as amended by the IG Reform Act of 2008, created the Council of the Inspectors General on Integrity and Efficiency (CIGIE), which combined the PCIE and ECIE. To date, the Quality Standards for Inspections have not been amended to reflect adoption by the CIGIE and, as a result, still reference the PCIE and ECIE.

PRIOR AUDIT COVERAGE

Report Title	Report Number	Final Report Date Report	Results
<i>Intelligent Mail Barcode Project Planning and Application Development Life Cycle</i>	IS-AR-09-006	3/31/2009	The Postal Service was not aware of the significant complexities and extensive requirements needed for the Full Service Seamless Acceptance Service Performance. As a result, delays occurred in the design, build, and test schedules.
<i>Intelligent Mail/Seamless Acceptance Project Management</i>	MS-AR-09-006	3/31/2009	Overall, controls were not adequate to ensure the Postal Service managed the program effectively. As a result, the Postal Service is at risk of project delays and cost overruns.

APPENDIX B: DETAILED ANALYSIS

Benefits Realized by Full Service IM Program Participants

We surveyed IM Full Service business mailers on system usefulness and benefits as they are the base customers to service providers and the Postal Service. As shown in Chart 2 below, survey responses were mixed. In five of the six categories, one-third of the respondents described the program features as very useful and the majority considered them at least useful. Efficiency, accountability, and predictability features were viewed more positively. However, in three of the six categories, one-third of the respondents described the program features as not useful at all. As such, management has the opportunity to re-emphasize traceability, quality, and responsiveness features to participating full service business mailers.

Chart 2. Full-Service Business Mailer Responses

Traceable - Each mailpiece can be tracked from origin to destination, as the pieces travel in containers and as they are released for processing.	Count	Percentage
Very useful	22	35%
Somewhat useful	18	29%
Not useful at all	22	35%
Efficient - Reduces reliance on paper and increases the reliance on computers and automated processes.		
Very useful	27	44%
Somewhat useful	22	35%
Not useful at all	13	21%
Quality - Feedback about mail quality presented in a consolidated electronic format.		
Very useful	20	32%
Somewhat useful	20	32%
Not useful at all	22	35%
Responsive - Increases the ability to update and maintain high quality address lists.		
Very useful	21	34%
Somewhat useful	20	32%
Not useful at all	21	34%
Accountable Mail - Allows the mailer to measure service performance of the Postal Service and mail service providers.		
Very useful	23	38%
Somewhat useful	19	31%
Not useful at all	19	31%
Predictable Mail - Indicates time dropped off at the Postal facility, where it is in the processing stream and when delivery is expected.		
Very useful	27	44%
Somewhat useful	16	26%
Not useful at all	18	30%

Barriers to More Participation in the Full Service IM Program

We also surveyed business mail owners and mail service providers to identify reasons for not participating in the Full Service IM program. The primary reasons business mail owners do not subscribe to the Full Service IM program are because program start-up costs are too high and program features are not useful (see chart 3). According to the business mail owners, the cost of producing Full Service mailings often outweighs the discounts. Also, some mailers have no need for the Full Service or for tracking their mail. They just want the mail delivered timely.

Chart 3. Summary of Non-Full Service Business Mail Owners Survey Responses

Summary of Non-Full Service Mail Owner Responses	Large	Medium	Small	Totals	Percentage
Start-up costs too high/software requirements	69 31		68	168	48.7%
Program features not useful	26 12		27	65	18.8%
Unfamiliar with program	5 5		19	29	8.4%
Other ⁵	33 13		37	83	24.1%
Total Responses	133	61	151	345	100%

Note: Survey respondents were allowed to select more than one of the above reasons.

Comments from large mail owners include:

- “We signed up over a year ago, but after running print test found that our current print head could not print out the entire IMB. The new wider print head and upgrade software that we will have to purchase is going to cost us (if my memory is right) somewhere close to \$100,000 to \$125,000. So we are trying to put off spending that kind of money right now.”
- “The IMB is great except for the discount for Full Service. The man hours that go into making a mailing Full Service compatible are not worth the postage discount.”
- “We haven’t actually used our Full Service abilities yet. My company does not think the extra work needed to use it is worth the minor savings we would receive. We do use CONFIRM⁶ with our basic IMB and that is sufficient to show our customers where their mail is.”
- “Information provided for quality does not actually tell the mailer anything useful. Reports are not helpful at this time due to the generic and difficulty to understand.”

⁵ Most common concerns expressed under “Other” were Postal One! needs to be more user friendly, Mail.dat testing criteria needs to be simplified, and issues with Postal Service help.

⁶ CONFIRM is a mail tracking system intended to improve customer satisfaction. CONFIRM stands for Computerized Online Notification For Inbound Reply Mail.

Comments from medium-sized mail owners include:

- “More postal savings in order to recoup start up time & expense.”
- “I would like the whole process of producing Full Service Intelligent Mail to be more cost effective.”
- “In this down economy I am not looking forward to having to upgrade equipment. Also, we would have to relearn a different part of our mailing software. All with no benefits to us. I am totally against the IMB. Its implementation should be put off until the economy returns to some normalcy.”
- “It is just too complicated and costly to upgrade from Basic to Full Service IMB.”
- “I believe that the intelligent bar code is the way to go. This may not be the best time to implement the change. The mail volume is so low that I am having a hard time getting the software company and the equipment to communicate. After two years of talking to the software company they just told me that I will need 2 different types of software for the 2 machines I have. Talk about confusing and frustrating. No wonder I don't see the IB used more!!!! Hopefully by the end of this year if I don't close the business I will be up and running”.
- “I'm eager to get going on Full Service Intelligent Mail. We use IMB and we try to do everything to be on cutting edge. However I am disappointed with my login experiences on the gateway and the patchwork with a poor implementation of FAST⁷. Sorry for the honest criticism. If I can't do it then tons of others won't even try.”

Comments made by small mail owners included:

- “Too expensive to use for the small mailer to provide tracking.”
- “The only thing that is saleable is the fact that the mail can be tracked.”
- “Need a better discount to reflect our costs.”
- ”For the small mailers as we are the costs and benefits are out of line in today's economic environment. The regulations and hurdles are costing our institution an additional \$18,000 annually due to the meter decertification regulations and our requirements to upgrade to ink jet imprinting. Now we will have to increase our costs again in order to be compliant to these new regulations.”

⁷ Facility Access and Shipment Tracking.

Business mail service providers also conveyed similar concerns regarding program high start-up costs and limited perceived value as reasons for not subscribing to the Full Service program. However, they also raised concerns with Postal Service assistance at the BMEUs and the *PostalOne!* call center (see Chart 4).

Chart 4. Summary of Business Mail Service Provider Survey Responses

Mail Service Provider Responses	Count	Percentage
Postal Service BMEU/Call Center help inadequate	23	29%
Start-up costs too high	22	28%
Program features not useful	20	26%
Unfamiliar with the program	7	9%
Other ⁸	6	8%
Total	78	100%

Note: Survey respondents were allowed to select more than one of the above reasons.

Comments relating to customer service assistance included BMEU staff not adequately trained on both basic and technical issues dealing with the IM Program. Business mail service providers also expressed frustration with getting answers to basic questions from their local facility and the *PostalOne!* Help Desk. Excerpts of business mailer comments detailing issues with Postal Service assistance include:

- “To make matters worse, even the USPS personnel (in Memphis) are confused as I've had to correct and educate them.”
- “Postal employee training at the local level. Very difficult to implement when local assistance is unavailable.”
- “Provide better BMEU training during initial mailings so the clerks and their managers know & understand the process (better than I do - I shouldn't be teaching them).”
- “Make all help resources available from one place so that I don't keep getting redirected to other areas”.
- “The PostalOne! help desk most of the time does not have a clue they don't respond to e-mails all the time and the wait time on the phone is too long.”
- “Clear information on what is needed should be available at a single postal source on line. Before we signed up to have help with our scenarios, it was taking forever to know what to do and get it approved. With their help, we were able to get all our scenarios approved, at which point Memphis told us we were ready for parallel testing and that someone would contact us. No one did. When we followed up, we were told that it was the local post office that would coordinate the testing. We contacted them, and they

⁸ Most common concerns expressed under “Other” were issues dealing with additional Full Service requirements and the amount of time for some mailings to post on the *PostalOne!* dashboard.

claimed to know nothing about it and kept referring us back to Memphis. Finally they wrote and said parallel testing was not necessary, but that we could submit on line PostalOne! statements and send them paper statements on a mailing as well. Sounded like parallel testing to me. They offered us no assistance or advice, let alone encouragement - even though all the promotional material claims that this is important to the post office.”

- “Also more input from the PostalOne! customer service and the trials of getting started with the Full or Basic IMB would have made our transition a lot easier if we didn’t have to pry the needed information from the postal person assigned to us. We wouldn’t receive calls back on questions for days and sometimes weeks. It was a very frustrating three months, yes three months.”
- “The USPS needs to train their employee on this process. USPS employees know little or nothing about this service and this is frustrating mailers with the IMB Full Service.”
- “Local USPS employees need training on the program so they are able to assist mailers. Every question always leads to "contact the Business Customer Gateway"⁹. This can be very difficult as they seem to be overwhelmed with questions and most customers are used to getting very good service from their local postal employees. That is no longer the case.”
- “Train USPS employees so we don’t have so many different answers.”
- “The training of your employees, the software and website, as well as the PostalOne! customer service/ticket help desk are severely lacking. The IMB conversion has been a nightmare for our mail house as well as many other in the area.”
- “The Postal One help desk does not address issues to correct error messages during the testing process.”
- “My contact at the Business Mail Entry Unit told me that my new IMB barcodes didn’t pass Merlin¹⁰, but didn’t offer any help.”

⁹ The Business Customer Gateway is designed for business mailers. The Business Customer Gateway provides access to services supported by multiple Postal Service systems. The intent of the Gateway is to provide a unified landing point to provide customer ease of use

¹⁰ Mailing Evaluation, Readability Lookup INstrument (MERLIN) is an automated system designed for use by acceptance units to accept and verify discounted mailings.

APPENDIX C: MANAGEMENT'S COMMENTS

THOMAS G. DAY
SENIOR VICE PRESIDENT
INTELLIGENT MAIL AND ADDRESS QUALITY



November 9, 2010

LUCINE M. WILLIS
DIRECTOR, AUDIT OPERATIONS

SUBJECT: Full Service Intelligent Mail Program Customer Satisfaction
Report Number DA-MA-11-Draft

Management is generally in agreement with the findings and recommendation of this audit and in fact already has effective and ongoing efforts to address these issues.

The one question that arises from the content of the report is the apparent confusion of the terms "Mail Owner" and "Mail Service Provider". Comments attributed to Mail Owners due in fact appear to be the comments of Mail Service Providers. Mail Service Providers as part of the supply chain that produces, transports, processes and delivers mail should be expected to voice concern about the requirements and investments necessary to successfully implement Full Service Intelligent Mail®. On the other hand, Mail Owners are the key to the determination of both the need for and value of Full Service Intelligent Mail®.

Mail Owners are the beneficiary of the data and information provided by Full Service Intelligent Mail®. These benefits are key to keeping these customers in the mail, if not expanding their use. Mail Service Providers, like the Postal Service, bear the brunt of investing in the systems to support product. Thus, the comments from some Mail Service Providers are not unexpected.

Recommendation:

1. Re-emphasize Full Service Intelligent Mail Program benefits to Postal Service business mailers.

We have and will continue to promote the benefits of the Full Service Program. We have worked closely with USPS Corporate Communications to publicize the benefits in both traditional trade press, as well as more generic press coverage. We already have created "in the box" presentations for use at PCC events throughout the country. A series of symposiums were held around the United States both to promote the benefits and to answer technical questions. Major segments at previous National Postal Forums have been devoted to Intelligent Mail®; the same will be true at the upcoming National Postal Forum.

While we agree with the recommendation, it is clear that an extensive effort has already been in place and continued efforts were planned before this audit was even conceived. Management agrees with the recommendation, but only to the extent it states the obvious and recognizes that these efforts were already underway.

2. Consider offering program incentives to business mailers to offset program start-up costs.

The Postal Service already offers discounts for Full Service - three tenths of a cent for First-Class Mail and one tenth of a cent for Standard Mail, Periodicals and Bound Printed Matter. The current adoption rate indicates that these discounts have been effective.

475 L'ENFANT PLAZA SW
WASHINGTON DC 20260-4400
202-268-6200
FAX: 202-268-4492
WWW.USPS.COM

Beyond direct discounts for participation in Full Service Intelligent Mail ®, the Postal Service also views the requirement to utilize Full Service Intelligent Mail ® for other incentive options as the better alternative to incent adoption. In addition the Postal Service will deploy tools for Small business mailers to make it easier for them to migrate to using Full Service.

Management agrees with the need to increase adoption, but disagrees with a concept that direct incentives are the only strategy to achieve this objective. Management has adopted a more sophisticated approach that blends multiple efforts to achieve this objective.

3. Provide continuing training to Business Mail Entry clerks and *PostalOne!* Help Desk employees on important Intelligent Mail issues.

This recommendation states the obvious and recognizes what management has been doing and will continue to do to support the Intelligent Mail ® program. While management does not disagree with this recommendation, there is nothing new or unique about it. The recommendation simply states what was already happening. The Postal Service will continue to offer education on the Full Service program for Business Mail Entry Clerks, the *PostalOne!* help desk and the Business Mailer Support team.

To an extent the Postal Service disagrees with the finding that seems to emphasize the negative. Postal Service experience with the Help Desk has included both praise and complaint. We continue to receive high praises for the support rendered by the *PostalOne!* helpdesk. (See excerpt below - USPS requests that these comments be included as part of Management's response). We have scheduled follow up detailed training on Full Service and a certification program to help mailers address issues arising from Full Service mail preparation. We have developed proactive call process to contact mailers and help them address their issues with Full Service mailings.



Thomas G. Day

Attachments

Emails received on the support rendered by the PostalOne! help desk

Tony,

It is always a pleasure working with the professionals in Memphis. I wish that I could clone you and Don and Melvin...

██████████ Senior Analyst – ██████████

Mr. Wilson,

Byron Barber has been exceptional in handling my National Account Customer, ██████████. It is a pleasure to have our employee's interface with our customers in such a professional manner. Mr. Barber's commitment will assist in growing and retaining revenue for the US Postal Service. So many times negative comments are reported and I wanted to provide positive comments and to express my sincere appreciation for Mr. Barber and his commitment to serve US Postal Service National Accounts Customers and to say, "Thank You."

Respectfully submitted,

██████████
Strategic Account Manager

████████████████████

Cheryl,

Our Westchester District Office in White Plains, New York has mandated our bulk Mailing customers to register on line if they want to continue to drop their mail off and their local offices. For alot of our customers this proceess has been a nightmare. We get constant calls of not being able to successfully log in or having to wait over 20 m nutes for someone to help them. But today you changed that and I would like to take this opportunity to thank you for your assistance and patience this afternoon. Because of you, my customer who was quite annoyed and frustrated when she first contacted me was extremely pleased with all of the assistance she was given while trying to log onto Postage Statement Wizard and download her Postage Statement. She had thought that she would experience some of the negativity that she had heard about but instead was handled with great care.

Your expertise and great attitude while walking us through this, made this an enjoyable pleasure for her.

I hope that you will be recognized for doing a GREAT JOB!! . Keep up the good work.

Please forward to respective personnel.

Sincerely,

████████████████████

Mary,
Thank you so much for your valuable support and your cooperative spirit. You have singlehandedly helped in an initiative that may possibly bring great new revenue to the postal service. Thanks again!!

[Redacted]

Senior B.S.N. Specialist

Tony and Sherry,
I just I just wanted to thank you all for your help today in answering Allstate's questions. I will definitely push them to their vendors for answers to many of their questions going forward.

[Redacted]

Strategic Account Manager

Kinn, we can't thank you enough for all of your help with this process. You are a rock star!

[Redacted]

Vice President of Operations

T [Redacted]
C [Redacted]
F [Redacted]

Mr. Wilson,

I just wanted to drop you a note to let you know how fortunate you are to have Ms. Hall on your team. I have tried for months to sort out my password and log-in information for the USPS Postal One account. Holly spent over two hours helping me and my staff unravel the problems. She was very patient and pleasant to work with. I can't thank Holly enough for making an impossible situation easy! I am not kidding when I tell you she unraveled a mess! We had her on speaker phone and transferred her to four staff people. She fixed everything!

The entire Senate Mail Program staff is up and running because of her help!

Warm regards,

[Redacted]

Senate Rules Committee

Good day, This email is for any Supervisor, My name is [REDACTED]
[REDACTED] I work for the [REDACTED] in New York City.
Recently the Post Office has incorporated some new procedures. The Move Update Method and On line forms that were once hard copies to name a few, It Was Very nerve wrecking. In the times that we live in People will talk about the bad that one does and never stating about the Good. I want to give a note of praise to some of the people that work for you. **Brian Barber, Gussie, Nathan, and Kinn.** Sorry no last nanes on these they all took there time and were very patience with me. Especially Nathan with the move update Method I cant recall the number of times I called him and each time he was just great with his Knowledge and his determination to help me.. They all did there best to get me the right information no matter how long I took. I know times are hard with the economics, Please remember them when it comes for a raise. If not that something, dinner for two at a nice restaurant a weekend a way. They deserve it

Thanks again

[REDACTED]

know most, if not all of you, do a very good job of responding to customer email, but below is an excellent example of how to respond to a customer. The email below shows that the issue was properly researched, contains pertinent facts as well as step-by-step instructions for the customer to get past the root issue. It may still not prevent an additional email or call, but it certainly reduces the likelihood that the customer will need to contact us again for this particular issue. Nice job Doris!

I don't know how you at the USPS provide recognition to outstanding service but I would like to do something for **Cecilia Furtado** at the PostalOne help desk. She has been a tremendous help in going through this very difficult and changing process in preparing for Full Service IMB. I have talked to many at the help desk and Cecilia is the only one that really seems to know what is going on and willing to assist. I can't say enough about her knowledge and willingness to find the real issue or understand what [REDACTED] needs are and help chart a course to make it through the process. This is a very difficult and frustrating process but I am glad I have had Cecilia to assist me as [REDACTED] progresses through this process. I am sure there are more challenges ahead and I hope I will continue to have Cecilia there to assist.

Thanks,

[REDACTED]

Ed,
I just wanted to tell you how grateful Greg was for Don's help.
I don't know what we would do without Don.
He has been a constant help to our company and to our customers!!!

Thanks,

[REDACTED]

Good afternoon Mr. Wilson,

I must take the time to point out what a excellent job that Mr Terry Taylor did on March 11, 2010. Mr. Taylor assisted me and my customer with the procedures and tecnicalties with the Customer Gateway and entering Postal One.

Mr. Taylor's personality, courtesy, patience and pleasantness came over big time on the telephone. My customer was also appreciative. Taylor is a wonderful asset for the Postal Service. Thanks again for his expertise.

[Redacted]

I want to commend the professional work of one of your employees - Ms. Sherry Clark. I called The Postal One Help Desk this morning ready to pull out my hair. Sherry very calmly researched my user name, assisted me in the process of creating a new account and password when we realized that an error on my part would prevent me from reclaiming my password from the original account. She then walked me through the process of setting up the new account and creating my first postage statement which was a necessary step for me to complete my mailing. I am a senior citizen and sometimes needed a little extra attention to complete some of the steps in the process. Sherry was polite, knowledgeable, caring and competent. I would still be pulling out my hair without her kind assistance. I thought it was important for you to know that she represents the US Postal Service in an exemplary fashion. We need more people like Sherry serving the public. Kudos to her.

[Redacted]

Executive Director

[Redacted]

Jeff,

Great work! Very impressive how you took ownership and did the research to find out the answer to this issue when given vague information by our support. Thanks for your diligence.

Hello Mr. Wilson,

I am the secretary for the [Redacted] Oakdale California. I have been attempting for several months to complete the online bulk mailing process for our club, without success on my part.

Today I called your help desk at Postal One and had the very good fortune of connecting with Angela Shaw. She was friendly, informed and gently worked me through the process. Without difficulty she connected our Club's permit number with the account that I had set up and within seconds had me in the proper screen for the information I needed.

Angela is an excellent employee that I commend to your attention. She is what we all need and I trust that all your employees are as gracious as she.

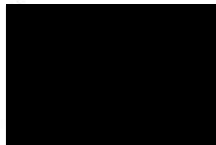
Please give her my thanks for a job well done!

[Redacted]

Oakdale, California

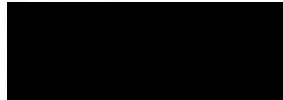
Good morning Audrey:

After I sent my email, I called the 800 number and was helped by Roxanne in Tennessee. She was great and got us straightened out. Yesterday afternoon I received a call from Don who followed up and was also extremely helpful. I want to thank your department for its assistance and timely follow up. We've been cycling in this mess for three weeks, and your people cleaned it up quickly and efficiently. I am very grateful and would appreciate your forwarding my comments to Roxanne and Don. I was going to call Roxanne yesterday, but I lost her direct number. I do not have last names. Thanks again to the PostalOne people!

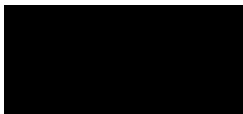


Mike handled our situations with Postal One Tuesday morning nicely and efficiently. (We couldn't get 2 entries removed from our dashboard.) The first time I phoned your company, 'Mary' helped walk me through all the steps in a patient and friendly manner.

Thank you for these two exemplary staff members. I know your staff is going through a lot with all the postal changes; so are WE, the customers. Your staff really can make a difference to us and I wanted to take the time to say an official "thank you"!



I just wanted to take a moment and let you know about the GREAT CUSTOMER I received from Angela & Gussie. Angela went **over and beyond** to make sure I was completely satisfied. She was completely familiar with this program and make the experience of dealing with PostalOne for the first time a GREAT experience. It shows these two employees enjoy what they do and this is extremely important when you deal with the public. They are definitely an ASSET to your company.



Mr. Tony Wilson,

This is an overdue comment letter for Ms. Smith Nettie. This young lady has performed an excellent job on helping me with my needs. On April 22nd 2010, I was experiencing difficulties with our set up on USPS Business Gateway to process our mailing on the web. She patiently answered all my questions, returned my phone calls and walked me through the process. She showed professionalism and exposed her knowledge in such a way that made it possible for me to have this feature available. In the past I have experience multiple phone calls and in other cases mail return from the Post Office due to incomplete paperwork. Since Ms. Smith helps me to input the right information in the system problem solve. Please if you need further information feel free to contact at the information listed below.

Best Regards,

[REDACTED]
Site Manager
[REDACTED]

Dear Mr. Wilson:

I just had the pleasure of receiving a phone call from Angel Shaw, on of your technical service staff members. First of all it was a pleasant surprise to have her call me and state she noted several e-mails reflecting my failed efforts to attain access to a needed site.

It was a delight to have such a lovely woman walk me through the process of PostalOne, and carefully explain the necessary steps involved to access Balance and Fees on a build mail permit for the [REDACTED]

In this day and age when everything is computerized and there is so little personal interaction, Angela made my day!

I had been trying, without success, over the period of several days to set up this account. Angela, was patient and knowledgeable and promised at the beginning of our call I could be assured I would be set up by the end of our call. **She did it!!!!**

I would like to take this moment to thank her and notify you of the great asset she is to your organization, I feel as if I have a friend in TN.

Thank you for your time.

Sincerely,

[REDACTED]
Volunteer Services

I was having a terrible time with a mistaken address/ CRID code for my business mail. Mike went patiently through the complicated mixup with

my address, and solved my problem. I cannot thank you enough for keeping people like Mike working with customers - you folks may imagine that the online system is "simpler and faster" but trust me -- it is not.

We need MORE postal workers, not fewer...& in my opinion they should all be getting better pay, too! My livelihood depends on the postal service. I want to see you folks stay healthy and strong - & please give Mike a special pat on the back for helping me out today. He is a gem. An absolute GEM.

(The problem address was my business, MANY VOICES, a 501(c) 3 based in Cincinnati at the PO box listed below.

Thanks again

Lynn

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