

# Customer Connect updates



**George C. Mignosi**

**A**s of this writing, the 15th Leadership Academy class is in session. Each class consists of 30 NALC members, two from each of the NALC's 15 regions. Selected by the NALC president, these students receive lessons on labor contracts, negotiation techniques, union finances, postal economics, public speaking and other related subjects. I presented the class with a Customer Connect program overview, and tasked the students with ensuring that some of the protocols of the program were being adhered to in their home office.

Specifically, they were assigned to:

- Acquire and submit two customer leads from their home stations. If

this is not possible, provide proof of leads from other carriers in their offices.

- Provide a copy of the "Individual Carrier Report," which shows entry/follow-up of their lead.
- Provide a copy of the "Station Summary Report."

Below is a list of the leads they reported:

Class 15	Lead	Lead
Region 1		
Chad Lamb	Bennett Valley Jewelers	Grace Properties
Richard Arranaga	Sports USA	Sharpsscissors.net
Region 2		
Trent Hanna	Stamatakis Co	Castle Valley Dental
Region 3		
April Fath	Footworks	ADM Credit Union
Region 4		
John Robles	Tom Mankowski	Marla Johnson
Diana De Clue		
Region 5		
Brian Litteken	David Wieda	Cynthia Sim
Region 6		
Ginger Gonzalez	Diamond Emotions	
Region 8		
Jack Deacon	Queen City Motorcycles	Bicycle Center
Mary Wells	Gresham & Assoc	Wellcare
Region 9		
Ken Jambois	Brims and Tounges	Ensignia Systems
Region 10		
Arturo Ramirez Jr.	Hygienix Barber Co.	GCA Service Group
Marcos Gonzalez	Goler Fine Imported	Silver Sun

Class 15	Lead	Lead
Region 11		
Jacquelyn Mitchell	104.9 The River	Fred Alger DDS
Region 13		
Jerry Kerner Jr.	Medtronics	EZ Squeezees
Michael Turpin		
Region 14		
George Hatem	Oscar Nails	Daher Co.
Region 15		
John Cruz	My Phone Dr.	786 Wireless World

**Here are some of the comments/concerns from the students:**

**Have the Customer Connect coordinators been given access to the related computer programs so they can enter leads and print reports?**

The determination of which station coordinator enters the leads and generates the related reports is made locally. If the local decision is inefficient, the issue should be escalated to the branch president and national business agent.

**Management does not/has not allowed the two prior NALC coordinators time.**

M-1621 and M-1742 are contractually enforceable. If management does not permit an NALC coordinator to participate as described in those memoranda, a grievance should be filed. The branch president and national business agent also should be made aware.

**Our NALC coordinator has requested training. Is there a formal training course?**

While there is no formal training course, regional and branch training is available. NALC will provide a PowerPoint presentation to any branch that requests a copy.

**Management isn't promoting Customer Connect at the local level, so many carriers don't know enough about the program.**

That's where the NALC comes in. The local union representatives need to make the program part of the culture. Branch leaders need to make it part of the discussion at branch meetings and in local publications. The protocols of the program need to be enforced as aggressively as any other provision of the contract.

**The two leads I turned in were not entered into the system for more than two weeks.**

Leads are to be entered within 24 hours. We're just as responsible for a failure if we let it linger. The NALC station coordinator is responsible for monitoring timely processing of a lead. The shop steward should be notified if management is unable/unwilling to properly advance the lead.