GEORGE C. MIGNOSI VICE PRESIDENT

Duties of the Customer Connect coordinator

Each post office that has city delivery is entitled to have a letter carrier to serve as Customer Connect coordinator. I would like to thank the carriers who have raised their hands to serve in this important role. The station coordinator monitors that leads are entered into the system at the station level within 24 hours of receipt. To enter the information into the system, the carrier coordinator can:

- Go to the Blue page, http://blue.usps.gov/wps/portal.
- Select "Customer Connect (CC)."
- Scroll to the right under "Access Customer Connect."
- Select "Access CC Entry Site."
- Click the "Enter a New Lead" button.
- Select the appropriate program for the lead card received (CC).
- Select "Program," "Area," "District," "Station" or "Input ZIP Code."
- Select "Carrier." If not listed, select "Input Carrier Manually," input the information, and click "Continue".
- Complete information from the lead card (note all mandatory fields).
- Click the "Submit Lead" button and verify all information is correct.
- Select "OK" to enter a new lead or print the lead card for "My Records."

The station Customer Connect coordinator has other responsibilities as well. He or she will:

- Participate in quarterly telecons, which are held to share program updates and strategy support. Telecons should include district sales and marketing managers, NALC national business agents and station management/carrier coordinators.
- Ensure that Customer Connect program talks are given bi-weekly and certify completion with local management.
- Ensure that weekly "individual carrier reports" are shared with individual carriers and the "station summary report" is posted.

To access the above-mentioned reports:

- Go to the Blue page: http://blue.usps.gov/wps/portal
- Scroll down to "Connecting with Customers" and select "customer connect."
- Scroll to the right under "Access Customer Connect."
- Select "Access Customer Connect Reports."
- Select "Enter Reports Menu."
- Select "Customer Connect Reports."
- Select appropriate reports (i.e., "Weekly Carrier Lead Status Report" or "Weekly Summary Report").

National business agents (NBAs) have been supplied a database with the name of each carrier coordinator for each office. Branches, please notify the NBA when a change of carrier coordinator occurs.

NBAs across the union have been tasked with gathering, analyzing and acting on data related to offices where Article 8 disputes persist. The NBAs will be contacting each branch, looking for the following information:

- Is management routinely violating Article 8, and grievances are not filed?
- Is management routinely violating Article 8, and that grievances are filed with the following results:
  - Often settled through DRP (Informal, Formal A or Step B?)
  - Settled locally, so they don't get into the GATS system?
  - Cases go to arbitration?
  - Do we achieve remedies for the non-ODL?
- Are violations related to a management contention of a valid business reason?
- Are violations related to a management "goal"?
- What is the overtime rate in Article 8 hot spots?
- Are the hot spots under-staffed?
- Is an intervention warranted?
- There are no Article 8 violations to speak of.

The data gathering by the NBA will be through:

- Communication with each branch in the region, using whatever is the most efficient manner (visit the branch, attend branch meeting, phone, etc.).
- Contacting all branches with a questionnaire.
- Ensuring that regional training includes an opportunity for feedback from branches, so the scope of the issues can be recognized.

Branch presidents and shop stewards are encouraged to be prepared to assist the regional inquiry.