



Innovation, opportunities and successes

The Postal Service is testing a sales team concept, named Sales Solution Team, in the Suncoast District. The Sales Solution Team will work in the St. Petersburg plant and be staffed with supervisory personnel and employees on the Office of Workers' Compensation Programs periodic rolls whose duty station of record is within the local commuting area.

During the test, employees assigned to the Sales Solution Team will perform a variety of sales- and marketing-related duties including, but not limited to: contacting customers for follow-up outreach after a sale, customer retention support, and telesales up-selling with previously identified customers. USPS reports possible expansion to other locations.

USPS is testing a new local delivery product called Metro Post. This product is intended for use in major cities and/or metropolitan areas and will provide same-day delivery service to customers in a defined local area. USPS will work with select online marketplaces and their associated top retailers to test Metro Post. The initial phase of the market test will occur in San Francisco, with subsequent expansion into additional major cities and/or metropolitan areas.

USPS has announced a pilot to implement improvements to the Intelligent Mail Device (IMD) process. The enhancement is intended to provide mail customers with near real-time delivery status for extra service mail pieces that contain bar codes (e.g. Delivery Confirmation, Certified Mail and Registered Mail). As part of the new process, carriers in specific locations will be provided a wireless device for use in conjunction with the current IMD scanner. Data will be uploaded to USPS servers throughout the day.

Using the already tried-and-true Customer Connect Program, Colorado's first \$1 million Customer Connect lead has been

achieved. Arvada Branch 4405 member Matt Damian submitted a lead for FulCircle Fulfillment after the owner and his longtime friend, JR Jones, asked him about shipping with the Postal Service. FulCircle was interested in fulfilling orders for a client who sells video games. Impressed with our Regional Rate "A" box weight capabilities, and the cost of First Class parcels, FulCircle is currently sending 11,000 parcels for the one client with an anticipated growth of more than 10 times that number. Estimated annual revenue from this sale is \$1,181,265.



On a personal note, as a teenager my father gave me the very sound advice of seeking a job with benefits and security over one with seemingly higher pay and irregular schedules. That led me to taking and scoring well on the police, firefighter and postal exams. USPS lost and called me first. Another bit of advice Dad gave me was to seek out the shop steward and learn my rights at work. Little did Dad know that I was in enough hot water at work, that shop steward Joe DeRossi became very familiar with me. Joe not only had the patience to mentor me then, but he still does to this day.

My dad, Salvatore Mignosi, passed away in his sleep at 85 on Nov. 10. In recent months, I visited him almost every night, reading to him and reporting on my experiences from various assignments around the country. He loved the NALC as much as I do. ✉



Wishing you and yours a wonderful holiday season!