



Customer Connect Q-and-A

The Customer Connect Program has been a joint revenue generator for the Postal Service since 2004. A series of agreements at the national level have strengthened the process and are contractually enforceable. For the full text of these memos,

see:

- **M-01742**—2011 agreed-upon mandates
- **M-01655**—2007 MOU
- **M-01621**—2007 agreed-upon mandates

Access to these documents is available through the NALC website, the Materials Reference System, and your national business agent's (NBA) office.

Q. What type of new business is Customer Connect targeting?

A. Parcels: Priority Mail, Express Mail and Direct mail—including Every Door Direct mail (EDDM).

Q. Can a station manager or branch president withdraw an office from the Customer Connect program?

A. No. The parties re-emphasized their *joint commitment* to the growth and long-term success of the Customer Connect program and pledge to continue to work jointly *at all levels* of our organizations to enhance this important effort. Irregularities should be reported to the branch president and escalated to the NBA. In addition, a dispute may be initiated utilizing the Article 15 grievance procedure.

Q. When a letter carrier returns from the street with a completed lead card, how long until the lead is acted upon?

A. Within 24 hours, leads are entered electronically. A USPS representative will contact the customer within 48 hours of receipt of the lead.

Q. How will the letter carrier know if the lead was followed up, and the result of the lead?

- A. Two reports, generated at the office:
- An Individual Carrier Report, provided to the letter carrier who actually submitted the lead.
 - A Station Summary Report, posted on the Customer Connect bulletin board. This report should be addressed during the bi-weekly stand-up talks.

Q. Who is responsible for monitoring the station responsibilities?

A. Each office is to have an NALC coordinator and a USPS coordinator. They ensure that leads are submitted properly, are followed up promptly, and that reports are generated and distributed. They also participate in bi-weekly floor talks, ensure lead cards are available, and participate in on-the-clock quarterly district teleconferences.

Q. Does a district or branch NALC representative replace the station NALC coordinator?

A. No. There are no contractual provisions to supersede the station coordinators. Nor is there any current national language concerning creation of an NALC district coordinator. If the parties decide locally to utilize such additional resources, it must be in addition to—not in lieu of—the NALC station coordinator.

Q. Can the NALC station coordinator be excluded from the on-the-clock quarterly teleconference?

A. No. The participation is mandated through the related national memos. Irregularities should be reported to the branch president and escalated to the NBA. In addition, a dispute may be initiated, utilizing the Article 15 grievance procedure.

Q. How can the NALC station coordinator find the date and time of the next quarterly district teleconference?

A. Through the NBA's office. The NBA participates in the planning, scheduling and actual teleconference. Additionally, each region updates future teleconferences on the NALC webpage.

Q. What occurs during the quarterly district teleconference?

- A. At a minimum, topics should include discussion of:
- Which offices are doing well, and why?
 - Which offices are not doing well? Why not?
 - Are the mandates of the MOUs being adhered to?
- The parties are encouraged to include productive and related agenda items.

Q. Is Customer Connect worth it?

A. Since its inception, Customer Connect has helped generate more than \$1.5 billion in revenue for USPS. ☒