

Customer Connect success stories



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This month's article is devoted to Customer Connect success stories from around the country. Our countdown to hit the \$2 billion mark is moving closer. The latest total is \$1,966,437,326. Keep up the excellent work.

Western Area

The Burnsville, MN 55337 post office recently was named winner of the Western Area Employee Engagement Program. The employees recognize the importance of submitting leads for the sales team to pursue, and were honored with recognition at an office celebration. The carriers were appreciative of the guest speakers, whose attendance

showed the relevance of the program and the dedication and commitment to its success. Hats off to Customer Connect coordinator Kelly Wiberg, who put together this event.

Eastern Area

Klingensmith Health Care is a major health care products supplier in Western Pennsylvania. New Castle, PA Branch 22 member Barry Bowser has been delivering mail to their multiple locations in Ford City for more than 10 years, providing service to their drug store, main office and home health care distribution center. The new manager decided to enhance the company's shipping options by engaging USPS pickup services to increase their customer service and revenue. "It feels good to be part of another Customer Connect success story, and I will continue to look for additional leads," Bowser said.

Sportsman's Supply was mailing 20 to 30 Priority pieces per day. New Castle, PA Branch 22 member Michael Domhoff noticed that a UPS driver was filling his vehicle with a lot more parcels than we were accepting. Domhoff notified Jim Behon, the Customer Connect lead representative in Butler. Domhoff's concern was that there were a lot more parcels and revenue for USPS to pick up at this site. This business mails sporting goods with a high emphasis on guns and ammunition.

Through the help of a sales rep, the Postal Service acquired 99 percent of the parcels that were going through UPS that were *not* ammunition, which isn't mailable via USPS. The sales representative also explained an easier way for Sportsman's Supply to input all parcels online and to use form PS 5630. Now the carrier scans one piece of paper instead of 80 to 100 parcels per day. This site now ships ap-

proximately 100 pieces per day, including Sundays, which generates 20 to 45 pieces. Way to go, Michael.

Philadelphia Branch 157 member Steve M. Small said that when Customer Connect coordinator Bobby Irwin gave a floor talk at his station asking each employee to be on the lookout for a FedEx or UPS truck, and that the possibility existed to grow the business for the USPS, a light bulb went off in his head about a company on his route he felt could benefit from our products and services. That aha moment generated \$42,900 in revenue for the USPS.

New Jersey Merged Branch 38 member Paulo Vieira was recently recognized for his Customer Connect effort that resulted in a whopping \$1 million in new Priority and International Priority Mail annual revenue for the Postal Service.

Vieira, whose carrier route is in North Newark 07014, noticed UPS and FedEx trucks picking up hundreds of packages on Mondays and Tuesdays at a local coffee importer. The savvy carrier spoke to the manager about having a USPS representative visit to discuss saving money on shipping. After Vieira submitted a Customer Connect lead, the USPS sales team worked with the customer to close the deal.

Northeast Area

Gardiner, ME Branch 774 member Randall Thibeau saw Isamax Snacks, the makers of Wicked Whoopies, as a potential new postal customer. He submitted a Customer Connect lead that resulted in Northern New England Business Development Specialist Jesse Crabtree and Gardiner OIC Lisa Munster visiting the company. They soon reached out to owners Amy and David Bouchard, who were seeking a change from their current shipper.

The USPS team demonstrated that Priority Mail would not only reduce the company's shipping costs, but would automatically include Saturday delivery, an important benefit for a baker who likes product delivered within three days to ensure quality and maximum freshness.

After recommending an online postage tool, Crabtree and Munster closed the sale with the help of representatives of Operations Integration and Transportation. The projected new postal revenue is \$250,000.



Gardiner, ME Branch 774 member Randall Thibeau recently turned in a successful Customer Connect lead for Isamax Snacks, which makes gourmet whoopie pies.