



## American Postal Workers Union, AFL-CIO

1300 L Street, NW, Washington, DC 20005

May 22, 2020

**Debby Szeredy**

Executive Vice President

202-842-4250 (Office)

202-842-4297 (Fax)

**National Executive Board**

Mark Dimondstein  
President

Debby Szeredy  
Executive Vice President

Elizabeth "Liz" Powell  
Secretary-Treasurer

Vance Zimmerman  
Director, Industrial Relations

Lamont Brooks  
Director, Clerk Division

Idowu Balogun  
Director, Maintenance Division

Michael O. Foster  
Director, MVS Division

Stephen R. Brooks  
Director, Support Services Division

Sharyn M. Stone  
Coordinator, Central Region

AJ Jones  
Coordinator, Eastern Region

Tiffany Foster  
Coordinator, Northeast Region

Kenneth L. Beasley  
Coordinator, Southern Region

Omar M. Gonzalez  
Coordinator, Western Region

**To: Lamont Brooks, Director, Clerk Division**

**From: Debby Szeredy, Executive Vice President**

**Subject: USPS to Resume RCE Shops May 26  
(Notification No. GCCC20200214)**

Please find attached a copy of a letter dated 5/19/2020 from Rickey Dean, regarding the above referenced matter.

You are designated as the APWU contact person in this matter. Contact the USPS representative as soon as possible for discussion, if appropriate. Please provide notification of your review to me by 6/16/2020.

Please note: Your secretary should update the Notification Tracking Module in Step 4 CAS as necessary.

**Attachment**

**cc: Vance Zimmerman, Director, Industrial Relations Department  
Idowu Balogun, Director, Maintenance Division  
Stephen Brooks, Director, Support Services Division  
Michael Foster, Director, MVS Division**

DS:jb



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May 20, 2020

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**To: Sam Lisenbe, Assistant Director, Clerk Division**

**From: Debby Szeredy, Executive Vice President**

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DS:jb



May 18, 2020

Mr. Mark Dimondstein  
President  
American Postal Workers Union, AFL-CIO  
1300 L Street, NW  
Washington, DC 20005-4128

**Certified Mail Tracking Number:**  
7018 1130 0000 0643 5436

Dear Mark:

As part of the response for the COVID-19 pandemic, on March 24, the Postal Service suspended the Retail Customer Experience (RCE) shops (formerly referred to as Mystery Shopper Program).

Effective May 26, the RCE shops will resume. The use of the mobile Point of Sale (mPOS) and Lobby Assistants will continue to be suspended where it requires close customer contact. Additionally, the RCE survey has been revised to allow an additional response option to the shopper to support COVID-19 concerns as they relate to the customer display unit (CDU). Specifically, the question and response options related to hazardous material will be as follows:

Q: Did you personally enter your answer to the hazardous material question on the CDU display? Please select NA-Technical Issues if there was a technical issue with the CDU.

R: Yes  
No-I was not given the opportunity to answer on the screen  
No-the clerk answered on the CDU display for me  
NA-Technical Issues  
NA-I personally opted not to touch the CDU. I asked the clerk to input my response.

The last response option has been added.

Finally, micro shops will be conducted to review COVID-19 related processes in place in retail units. The areas of focus for the micro shops include cough/sneeze guards, retail COVID-19 signage, and social distancing.

Please contact Shannon Richardson at extension 5842 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Rickey R. Dean".

Rickey R. Dean  
Manager  
Contract Administration (APWU)

(CA2020-181)