

ROBERT L. OTTO  
VICE PRESIDENT  
CHIEF TECHNOLOGY OFFICER



January 4, 2006

Christopher W. Lyons  
Computer Systems Analyst/Programmer PDC  
Information Technology  
Wilkes Barre, PA

Dear Mr. Lyons:

In mid-September 2005, Information Technology made a commitment to Marketing that it would deliver a Click-n-Ship application release by the end of October. This release was a significant undertaking in that it completely changed the existing user interface to combine domestic and international service options. It also added two new international products – Global Priority Mail and Global Air Parcel Post. Significant changes to the Customs Declaration process were also made.

What would normally have been a twelve week development and testing life cycle was cut in half to meet this schedule commitment. Thanks to your efforts, we obtained customer sign off on this release a full week ahead of schedule. Your personal contribution, as well as others on the Wilkes Barre Information Business Systems Solutions Center development team, helped us achieve this objective. Despite the aggressive development schedule, our Marketing customer was extremely pleased with quality of the release that they received.

Your commitment and dedication to delivering this solution is another example of how Information Technology adds value to the Postal Service by delivering revenue generating solutions such as this.

Thank you for your contribution.

Sincerely,

A handwritten signature in cursive script that reads "Robert L. Otto".

Robert L. Otto