

October 12, 2007

Christopher W. Lyons
Information Technology
Wilkes-Barre, PA

Dear Chris,

In May of 2007, Information Technology made a commitment to Marketing that it would deliver an Electronic Customer Care (eCC) Pilot application to be deployed for Pilot testing by the beginning of September 2007. This deployment was a significant undertaking in that it provided USPS with an enterprise solution for web self-service and case management that supported customer service end-to-end. Internal users of eCC are now able to manage all customer care on a single platform. The eCC solution allows USPS to improve customer satisfaction while reducing costs. By bringing this project in and building it "in-house" this saved the Postal Service a over \$1.6 million this year. The application designed and developed by the Wilkes-Barre Information Business Systems Solutions Center is a cutting edge dynamic web self-service enterprise solution.

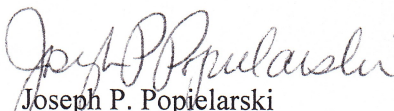
What would normally have been six month development and testing life cycle was cut in half to meet this schedule commitment. Thanks to your efforts, we obtained customer sign off on this deployment on schedule. Your personal contribution, as well as others on the Wilkes-Barre Information Business Systems Solutions Center development team, helped us achieve this objective. Despite the aggressive development schedule, changing requirements, schedule slips by other groups which reduced the WBISSC development time allotment; our Marketing customer was extremely pleased with the quality of the deployment they received.

John Depasquale from the Sales and Marketing portfolio stated: "You have no idea how glad I am that all of my projects are supported out of Wilkes Barre. I look forward to working with all of you on delivering a National eCC program."

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

Thank you for your contribution.

Sincerely,


Joseph P. Popielarski
Manager
Wilkes-Barre Integrated Business
Systems Solutions Center

Cc: Official Personnel Folder

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