

ANTHONY J. VEGLIANTE
EXECUTIVE VICE PRESIDENT
AND CHIEF HUMAN RESOURCES OFFICER



December 3, 2009

Mr. O. Dale Goff
President
National Association of Postmasters
of the United States
8 Herbert Street
Alexandria, VA 22305-2600

Mr. Charles Mapa
President
National League of Postmasters
of the United States
One Beltway Center
5904 Richmond Highway, Suite 500
Alexandria, VA 22303-1864

Gentlemen:

This is in response to your November 23, 2009, letter where you inquire about implementing a "national mitigation" process for postmasters due to the impact the economy had on retail revenue in fiscal year 2009.

While I realize that achieving the retail revenue objective this past year was challenging, I do not agree that the objective was set artificially high. As you are aware, we strive for continuous improvement, and the objective setting process in the National Performance Assessment (NPA) process is a vehicle to achieve that improvement. Neither prosperous nor difficult economic times would qualify for modifying NPA results under the performance exception process.

Although we are unable to grant your request for mitigation, thank you for sharing your thoughts on this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Anthony J. Vegliante".

Anthony J. Vegliante