November 16, 2016

Mr. Parnell Diggs, Esq.

National Federation of the Blind

200 East Wells Street

Baltimore, MD 21230

Dear Mr. Diggs,

This letter is in response to your recent inquiry to Postmaster General Megan Brennan on behalf of Mr. David Bouchard. The letter described Mr. Bouchard's visit to a Post Office in Portland, Oregon. During the visit Mr. Bouchard asked the window clerk for assistance completing a shipping label and was told

"a federal regulation prohibited such assistance." Your letter asked to be provided with the federal regulation in question.

There is no federal regulation prohibiting a postal employee from providing assistance filling out a shipping label for a customer with a disability. To the contrary, it is the Postal Service's policy to offer assistance to customers with disabilities if requested.

Employees are expected to be flexible and responsive in providing such assistance.

I apologize on behalf of the Postal Service for Mr. Bouchard's unsatisfactory customer experience. The Postal Service provides training to employees about serving customers with disabilities. We want all customers to receive great service from Postal Service employees, and it is our responsibility to ensure they get it—everywhere, every day, every time.

Thank you for bringing this problem to our attention.

Sincerely,

Samuel J. Schmidt

Managing Counsel

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