



October 27, 2023

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Mr. Ivan D. Butts
President
National Association of Postal Supervisors
1727 King St., STE 400
Alexandria, VA 22314-2753

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Dear Ivan:

As a matter of general interest, the Postal Service is planning to expand several of its retail technologies to the Sorting and Delivery Centers (S&DCs). The S&DC lobbies will be modernized with self-service tools providing customers with choices in how they ship and receive packages.

The self-service tools will consist of existing services, such as Smart Lockers, larger Parcel Drums, Rapid Dropoff Stations (RDS), and Self-Service Kiosks (SSKs). The lobbies will also include space for Passport services and Electronic Biometric Identity Services (EBIS). Further, the Postal Service plans to enhance the lobby by offering the following:

- RDS Self-Service Station modified with an extension to accommodate a scale and dimensioning tool to collect package information.
- Extended Lobby Access that will allow customers access to retail lobbies beyond normal business hours. Customers will be provided a quick response (QR) code to gain after-hours access to the retail outer lobby area.

Site surveys will be conducted in select S&DCs to determine which of the retail technologies can be installed based on the lobby design. It is anticipated that deployment of any equipment will begin in November and continue until all equipment has been deployed and installed. Following completion of the site surveys, a listing of the S&DCs and the retail technologies that will be installed in each facility will be provided.

Please contact Dion Mealy at 202-507-0193 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "Shannon Richardson".

Shannon Richardson
Director
Contract Administration (APWU)

(CA2023-251)