



July 20, 2022

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 piloting a new self-service retail terminal station in retail offices. The retail offices selected for the pilot do not have self-service kiosks (SSKs) and do not use mobile point-of-sale (mPOS). The Retail Self Service Terminal (RSST) is intended to function as a self-service transaction terminal similar to the SSK.

The RSST is an interactive tablet that will be placed in the retail lobby as an option for customers to use to complete various transactions. Functions available on the RSST will be scanning prepaid labels, mailing letters or packages, and other services such as, Label Broker services, PO Box renewal, passport scheduler, mail forwarding extensions, look up tracking, and zip codes. The RSST is intended to assist in reducing the customer wait time in line.

The pilot is scheduled to begin in July and end in December. The pilot sites are listed below:

- Seven Corners Post Office, Falls Church, Virginia
- Mosby Finance Unit, Falls Church, Virginia
- Shirlington Post Office, Arlington, Virginia
- Buckingham Post Office, Arlington, Virginia
- Crystal City Post Office, Arlington, Virginia
- Rosslyn Post Office, Arlington, Virginia
- Quantico Post Office, Quantico, Virginia
- Gorham Post Office, Gorham, Maine
- Spring Hill Post Office, Spring Hill, Tennessee

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", with a long horizontal flourish extending to the right.

Shannon Richardson
Director
Contract Administration (APWU)