



December 7, 2023

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DEC 11 2023

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

**Certified Mail Tracking Number:**  
7020 3160 0002 0328 0204

Dear Ivan:

This letter is in further reference to the notice dated September 26 (enclosed), regarding the Postal Service's Retail Experience team conducting a proof-of-concept of a new point-of-sale quick response (POS QR) code door cling. The dual-sided door cling will be placed on the exterior lobby door with a "Welcome" message facing the exterior of the lobby. The door cling's interior message will have the POS QR code.

As previously explained, the goal of this door cling is to provide customers an additional way to take the Postal Service's POS survey. The POS QR code on the door cling provides an easy-to-use method for completing the survey. The POS QR code on the door cling will link the customer to the same POS survey that appears on the customer's receipt.

The POS-QR proof of concept will be extended until the end of December at the pilot sites listed in the September 26 notice.

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)

Enclosure



September 26, 2023

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

**Certified Mail Tracking Number:**  
7020 3160 0002 0327 8546

Dear Ivan:

As a matter of general interest, the Postal Service's Retail Experience team will conduct a proof-of-concept of a new point-of-sale quick response (POS QR) code door cling. The dual-sided door cling will be placed on the exterior lobby door with a "Welcome" message facing the exterior of the lobby. The door cling's interior message will have the POS QR code.

The goal of this door cling is to provide customers an additional way to take the Postal Service's POS survey. The POS QR code on the door cling will link the customer to the same POS survey that appears on the customer's receipt.

The POS-QR proof of concept will be conducted at 20 pilot sites listed below by Area, District and Office Name for 30 days, starting September 30:

- Atlantic Area
  - Delaware-Pennsylvania 2 District
    - Philadelphia Main Post Office, Philadelphia, PA
    - Bethlehem Main Post Office, Bethlehem, PA
  - Maine-Rhode Island District
    - Worcester Post Office, Worcester, MA
  - New Jersey District
    - Elizabeth Post Office, Elizabeth, NJ
  - New York 1 District
    - Gracie Station, New York, NY
- Central Area
  - Illinois 2 District
    - Bloomington Post Office, Bloomington, IL
  - Minnesota-North Dakota District
    - St. Cloud Main Post Office, St. Cloud, MN
  - Wisconsin District
    - Bay View Saint Francis Station, Milwaukee, WI
    - Brookfield Main Post Office, Brookfield, WI
    - Green Bay Main Post Office, Green Bay, WI
- Southern Area

- Georgia District
  - Columbus Post Office, Columbus, GA
- Puerto Rico District
  - Caguas Post Office, Caguas, PR
  - Charlotte Amalie Post Office, St. Thomas, VI
  - Christiansted Post Office, Christiansted, VI
- Texas 2 District
  - McAllen Post Office, McAllen, TX
- WestPac Area
  - California 1 District
    - Bryant Street Station, San Francisco, CA
    - San Mateo Main Post Office, San Mateo, CA
  - California 2 District
    - Stockton Main Post Office, Stockton, CA
  - California 3 District
    - Burbank Main Post Office, Burbank, CA
    - Oxnard Main Post Office, Oxnard, CA

Enclosed is a copy of the service talk, *Point of Sale – Quick Response (POS QR) Door Cling*, and a copy of the POS survey door cling instructions.

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

Sincerely,



Shannon Richardson  
Director  
Contract Administration (APWU)

Enclosures

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