

July 27, 2018

Mr. Brian J. Wagner
President
National Association of Postal Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

Certified Mail Tracking Number:
7018 0360 0001 9950 6298

Dear Brian:

As a matter of general interest, the Postal Service will be testing two line queue solutions in select Post Office retail lobbies.

The first solution will involve placing two tablets in retail lobbies. One tablet will be operated by a lobby assistant, and the other will be placed on a kiosk accessible for self-service by customers. Both options will provide customers with either a printed ticket or a mobile ticket that provides a line number for customers to be serviced.

The second solution involves placing cameras in different areas of retail lobbies. The video software used by the cameras will provide real-time alerts to management personnel concerning lobby traffic, and allow offsite viewing.

Both line queue solutions have the capability of producing analytics concerning retail lobby customer traffic.

We have enclosed a copy of a PowerPoint presentation that provides more details concerning the above-referenced solutions and the locations for the subject tests, which are expected to begin August 13th, and last approximately four months.

Please contact Dion Mealy at extension 6861 if you have any questions concerning this matter.

Sincerely,

Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosure



UNITED STATES
POSTAL SERVICE®

RETAIL & CUSTOMER SERVICE OPERATIONS

LINE QUEUE SOLUTION



LINE QUEUE SOLUTION

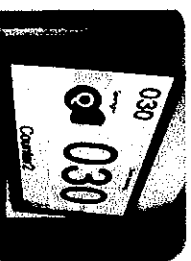
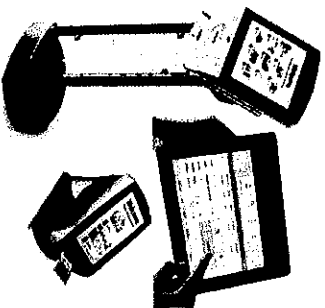
To improve the customer service experience in our lobbies through the utilization of a line queue management system. A line queueing solution will positively affect the formation and flow of our lines and generate useful data to improve the customer journey. Pilot consist of 2 vendors with different approaches of a line queue solution.

COUNTWISE

- Smart camera's positioned in the retail office
- Business Intelligence reporting tool provides "at a glance" set of KPI's for local or remote login.
- Proactive alerts sent to management via SMS message to improve operational efficiency.

QMATIC

- Self-service customer check-in kiosk
- Concierge tablet for Lobby Assistant
- Informational TV monitors
- Issue virtual tickets
- Call and transfer customers into queue





PILOT LOCATIONS

QMATIC PILOT LOCATIONS

Cap Metro – Capital – LARGO – KETTERING POST OFFICE

Eastern – Tennessee – BARTLETT POST OFFICE

Southern – Oklahoma – ROBERT F. JENKINS POST OFFICE

QMATRIC Solution

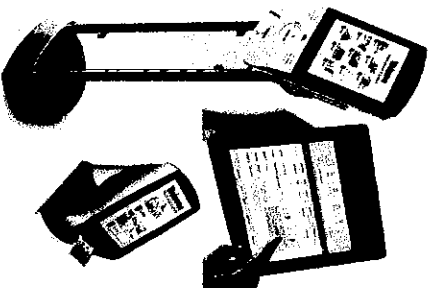
The Lobby Assistant will greet the arriving customer using Concierge.

Concierge is a tablet the Lobby Assistant will use to queue the customers in line.

Customer self-serve check-in kiosk will also be available to the customer. The customer will have the ability to receive a printed ticket, or a mobile ticket.

Management will review analysis and dashboard data which can be uniquely configured to your office.

Arrival



- ✓ Customer self-serve check-in
- ✓ 17" Kiosk and/or 8" Kiosk
- ✓ Customer arrived by a greeter using Concierge



QMATRIC



PILOT LOCATIONS

COUNTYWISE PILOT LOCATIONS

Great Lakes – Lakeland – EVANSTON POST OFFICE

Northeast - NY – CHURCH ST POST OFFICE

Pacific – San Diego - CHULA VISTA STATION

Western – Seattle – REDMOND POST OFFICE

CountWise Solution

Provides a real-time solution of proactive and reactive alerts.

Management will receive alert notification via text message and dashboard

Analytics update every 15 minutes

Cameras will be placed in different zones of the lobby; window, self-service, entrance, upon set up of the unit.

Cameras capture shape recognition, **no biometrics are captured or saved.**

