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LABOR RELATIONS



March 10, 2021

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

**Certified Mail Tracking Number:**  
7019 2280 0001 7461 3483

Dear Brian:

As a matter of general interest, the Postal Service is in the process of decommissioning Mobile Point of Sale (mPOS) devices at various retail locations throughout the country.

Out of the approximately 3,000 mPOS devices currently deployed nationwide, 503 will remain in commission at the conclusion of this decommissioning effort.

Enclosed on compact disc is a list of the 503 sites where the mPOS will remain in commission.

Additionally, in those 503 sites, the Postal Service will solicit feedback from employees regarding their use of the mPOS through a survey administered through the Retail Software System (RSS).

Enclosed is a copy of the survey questions.

Participation in the survey is voluntary and employees will be provided time on the clock to complete the survey, if they choose to participate.

Please contact Mike Faber at 215-432-0613 if you have any questions concerning this matter.

Sincerely,

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

Shannon R. Richardson  
A/Manager  
Contract Administration (APWU)

Enclosures

**mPOS Questions for RSS Survey:**

In your honest opinion, do you believe the mPOS is a useful tool to assist retail operations?

**Yes**

**No**

**Unsure / No Answer**

How often did you utilize the mPOS? (Daily, Weekly)

**Daily**

**A few times per week**

**Once every week or two**

**Unsure / No Answer**

What was the primary type of transactions that the mPOS was used for?

**Stamp Sales**

**Priority Sales**

**Non-Revenue Based Transactions (Pre-Paid Acceptance)**

**Other (In Person Proofing)**

**Unsure/No Answer**

When using the mPOS, how many hours was it utilized each time?

**Less Than 30 Minutes**

**Between 30 Minutes to 1 Hour**

**Between 1 Hour to 3 Hours**

**More Than 3 Hours**

**Unsure/No Answer**

When using the mPOS, were all RSS terminals covered by retail associates?

**Yes**

**No**

**Unsure/No Answer**

What was the biggest drawback with the mPOS?

**Free Form Answer**

What was the biggest advantage with the mPOS?

**Free Form Answer**

What transactions do you wish the mPOS or a future device can have to help assist current retail needs?

**Free Form Answer**