March 10, 2021

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

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,

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