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
LINE QUEUE SOLUTION

RETAIL & CUSTOMER SERVICE OPERATIONS
Customer Journey: Pilot consists of 2 vendors with different approaches of a Line Queue solution.

The line queue management system provides information to improve operational efficiency and customer experience in our lobbies through the utilization of a line queue management system.
Southern - Oklahoma - Robert F. Jenkings Post Office
Eastern - Tennessee - Bartlett Post Office
Cap Metro - Capitola - Largo - Kettering Post Office
Management will be uniquely configured to your office.

Printed ticket or mobile ticket.

Customer. The customer will have the ability to receive a customer self-serve check-in. Kiosk will also be available to the customer in line.

Concierge is a tablet the lobby assistant will use to queue theconcierge.

The lobby assistant will greet the arriving customer using

AMATIC

AMATIC LINE QUEUE TECHNOLOGY

AMATIC SOLUTION
Countwise Pilot Locations

Pilot Locations

Western – Seattle – Redmond Post Office
Pacific – San Diego – Chula Vista Station
Northeast – NY – Church St Post Office
Great Lakes – Lakeland – Evanston Post Office
Captured or saved. Cameras capture shape recognition, no biometrics are captured.

Self-service entrance, upon set up of the unit, cameras will be placed in different zones of the lobby's window.

Analytics update every 15 minutes and dashboard management will receive alert notification via text message.

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

Countwise Solution

| Countwise Line Queue Technology | }

[Countwise Logo] United States Postal Service