

## Lamont Brooks

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**Subject:** FW: MPOS Updated Follow-Up Questions  
**Attachments:** Security Service Talk.doc; Lobby assistantSOPv11.pdf

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**From:** Dean, Rickey R - Washington, DC [<mailto:rickey.r.dean@usps.gov>]  
**Sent:** Wednesday, July 09, 2014 2:16 PM  
**To:** Lamont Brooks  
**Subject:** FW: MPOS Updated Follow-Up Questions

Lamont,

Below is the Manager Retail Operations responses to the mPOS questions. Please let me know if this is sufficient. You may use this email.

*Rickey R. Dean*

**Labor Relations Specialist – Team Lead**  
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**From:** Pepe, Margaret M - Albany, NY  
**Sent:** Wednesday, July 09, 2014 11:53 AM  
**To:** Dean, Rickey R - Washington, DC  
**Subject:** FW: MPOS Updated Follow-Up Questions

Hi Rickey,

As discussed yesterday here are the responses to the following questions:

What actions did the USPS take to alleviate the following concerns that was brought forward by the Union in November 2013?

- 1) Financial Accountability Concerns (Stamps on Personal Possession)
  - a. It was stated that Retail Associates would not be financially accountable for stamps on personal possession while operating the mPOS.
  
- 2) Safety
  - a. Risk Analysis is performed by the Postal Inspectors to ensure a safe and secure environment for Postal Service employees, assets, and mail in Postal Service custody.

3) Security

- a. Same as above – in addition the attached service talk was issued to the field.

4) Proper Credit for Customer Visits and Transactions

- a. Currently only those sites that are Premier Post Office are utilizing mPOS. These sites participate in the Lobby Assistant program and therefore should be utilizing OC 352 to track work hours associated with triaging the customer. In addition there is a tracking non-revenue worksheet that is utilized as outlined in the SOP (attached).

Margaret

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