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MAR 15 2021

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

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Dear Brian:

As a matter of general interest, the Postal Service will test two language translation devices in select retail units to enhance the communication and customer experience between retail clerks and non-English speaking customers. Retail offices will test the devices beginning March 15 until June 15.

The two language translation devices are Pocketalk and Samsung TAB A. These devices will help retail clerks communicate with customers in their respective languages through audio and text in over 100 languages. The overall goal is to ensure that all postal customers receive the same quality of service and customer experience.

The test locations are listed below by Area, District and Site:

- Atlantic Area
 - Maryland District, Fishing Creek Main Office
 - Maryland District, Marydel Main Office
 - Massachusetts-Rhode Island District, Chelsea
 - Massachusetts-Rhode Island District, Lawrence Main Office
 - New Jersey District, East Camden Branch
 - New Jersey District, Elizabeth Main Office
 - New Jersey District, Passaic Main Office
 - New Jersey District, West New York Main Office
 - New York 1 District, Bay Ridge
 - New York 1 District, Bay Station
 - New York 1 District, Flushing Main Office
 - New York 1 District, Morris Heights Station
 - New York 1 District, Washington Bridge
 - New York 2 District, Brentwood Main Office
 - Pennsylvania 1 District, Downtown Station
 - Virginia District, Leesburg Main Office

- Central Area
 - Illinois 1 District, Cesar Chavez
 - Illinois 1 District, Cicero
 - Illinois 1 District, Cragin
 - Illinois 1 District, Twenty-Second Street
 - Illinois 2 District, Elgin Main Office
 - Illinois 2 District, Melrose Park Main Office
 - Michigan 1 District, Dearborn
 - Michigan 1 District, Springwells Station

- Southern Area
 - Texas 2 District, Beechnut
 - Texas 2 District, South Houston Main Office
 - Texas 3 District, Laredo Main Office
 - Texas 3 District, McAllen Main Office

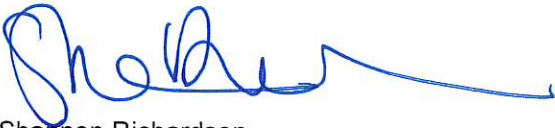
- WestPac Area
 - Arizona-New Mexico District, Nogales
 - Arizona-New Mexico District, San Luis Main Office
 - California 1 District, Chinatown
 - California 3 District, Glendale Main Office
 - California 4 District, Monterey Park
 - California 4 District, Westminster
 - California 5 District, Boyle Heights
 - California 5 District, Hazard Branch
 - California 5 District, Huntington Park Main Office
 - California 5 District, Lugo Station
 - California 5 District, Main Office
 - California 5 District, Nat King Cole
 - California 5 District, Sanford

Enclosed are the following for your review:

- Retail Service Talk – Language Translator Devices Pilot
- Standard Work Instruction – Pocketalk Language Translator
- Standard Work Instruction – Samsung TAB A Language Translator
- Samsung TAB A – Language Translation Setup Guide
- Pocketalk Language Translation User Guide.

Please contact Dion Mealy at 202-507-0193 if you have any questions concerning this matter.

Sincerely,



Shannon Richardson
A/Manager
Contract Administration (APWU)

Enclosures

Retail Service Talk

March 1, 2021

Language Translator Devices Pilot

The Postal Service will pilot test Language Translation devices on March 15, 2021 through June 15, 2021, in 41 Retail locations. The purpose is to empower Retail Associates with the ability to assist non-English speaking customers by utilizing a device with language translation, directly from the retail counter.

The two devices, **Pocketalk** and **Samsung TAB A**, will be piloted in the attached locations. In determining the locations for the pilot, data sources were provided by Brand Marketing, Enterprise Analytics, and Area Marketing.

The **Pocketalk** and **Samsung TAB A** devices will:

- Translate over 100 languages
- Operate through mobile data
- Provide audio and text for both the clerk and customer
- Work from 10 feet away to maintain social distancing

For detailed information, please see the attached Standard Work Instruction and User Guides.

Pocketalk



Samsung TAB A



As shown in the data sources, which included data published by the US Census Bureau and the American Community Survey (ACS), non-English speaking customers are prevalent in many communities and the importance of improving our service to our valued customers is essential.

Retail Associates are to continue following recommended COVID-19 guidance to promote limited contact from customer to employee, and from equipment to customer. For reference, the official source of USPS COVID-19 information is on the USPS Blue Page: <https://blue.usps.gov/blue/covid-9/welcome.htm>

If you have any questions, please contact Ann Marie Tallarino at annmarie.tallarino@usps.gov

Thank you again for your continued support and ensuring a "world class" customer experience.

--Retail Operations Team

Translation Device Pilot Test

Your Post Office has been selected to participate in a pilot test of using portable translation devices to bridge the language barriers we sometimes face while conducting business with our non-English speaking customers. You will be asked to provide feedback on your experiences with using the devices that have been provided.

Pocketalk User's Guide

Prior to using the Pocketalk device, review the user guide that was provided with it. There are some things to be aware of when reviewing it:

Page 2: The internet connection for these devices is provided via mobile data. This will automatically initialize the first time you turn the device on. Do NOT attempt to connect this device to the USPS network via WiFi or any other means for any reason.

Page 3: There is no action required for anything on page 3.

Pages 4 and 5:

SIM Card Slot: Your Pocketalk already has the SIM card installed. No action required.

USB Charger Port: Remember not to plug this device into any device on the USPS network for charging. It must be charged by plugging it directly into the wall socket.

Page 6:

Item 3: The first time you turn Pocketalk on it will ask you what language you want to use it in. Select "Use in English" and touch "Ok".

It will then ask you to accept the User Agreement. Check the box and select "Agree".

It then asks if you are above the legal age. Select "Yes".

It then connects to the mobile network. Select "Next".

Next is the invitation to set up WiFi. Select "Skip".

Then there is a short tutorial on how to use the device. Push the left front button, wait for the tone, say something and release the button. The device will translate what you said into Spanish, speak it aloud and display the text in both English and Spanish on the screen.

The default setting is for the dialect of Spanish spoken in Spain. For improved accuracy of translation touch the word "Español" above the right front button and select "Spanish (US) (Español(America))". Then touch "Ok". "Español/America" will appear above the right side button.

If Spanish is not the language that requires translation touch the word "Español" above the right side button and select the correct language from the list that appears. Touch

the "Ok" button on the top right of the screen. The language you selected will appear above the right side button.

That's it – you are set up and ready to translate.

Page 10:

In the upper left corner of the screen there are three horizontal lines. Touch that icon to go to the main menu. From here you can adjust the volume of the translation that is played back, screen brightness, text size and other settings. The status of the battery can also be checked. It is recommended that the device be kept on the charger when not in use.

For Use During a Transaction

If your customer indicates that they do not speak English, determine what language they speak. If the Pocketalk is already set to that language – push and hold the left button until it beeps, and say:

"Welcome to the <Insert Post Office Name here> Post Office. I have a device that can help us communicate. Speak when you hear the beep. How can I help you today?"

Now release the left button and hold the device towards the customer while it plays back the translation to the customer. After they acknowledge understanding, push the right button, wait for the beep and nod to the customer indicating they should speak now. Be sure to hold the right button down until they finish. When you release the right button, the device will translate what the customer said, play it back in English and display the translation on the screen. Continue until the transaction is successfully completed. Remember – left button for you, right button for the customer.



DO NOT, AT ANY TIME, ALLOW THE CUSTOMER TO HANDLE THE POCKETALK DEVICE

Work Instruction: Pocketalk Language Translator



	Important Steps	Key Points	Reasons for Key Points
	<p>1. Determine Customer's language using chart provided</p>	<ul style="list-style-type: none"> Using language chart enables communication between clerk and customer 	<ul style="list-style-type: none"> The ability to communicate with customer ensures positive customer experience
	<p>2. Select customer language by tapping on language on bottom right for choices. Press okay</p>	<ul style="list-style-type: none"> To communicate with customer, language must be selected 	<ul style="list-style-type: none"> This will enable the device to translate to customer language
	<p>3. Press and hold the bottom left button, after beep, state your greeting (or question) to the customer (do not release the button until after you have finished speaking)</p>	<ul style="list-style-type: none"> Bottom left button is for clerk to speak 	<ul style="list-style-type: none"> This step will begin the communication with the non-English speaking customer
	<p>4. Releasing the button begins translation in the selected language (text will remain onscreen until manually deleted, can be reviewed if needed) Audio can be replayed when clerk taps on the text.</p>	<ul style="list-style-type: none"> The device will translate clerk greeting in the customer's language 	<ul style="list-style-type: none"> This step enables the non-English speaking customer to conduct a transaction at the USPS
	<p>5. Press and hold the bottom right button, after beep, allow customer to state what service they need (do not hand device to customer)</p>	<ul style="list-style-type: none"> The device will translate customer language to clerk Device detects voice up to 10 feet 	<ul style="list-style-type: none"> This step enables clerk to provide the services to the customer Social distancing is maintained

Work Instruction: Pocketalk Language Translator




	<p>6. Repeat steps 3-5 until transaction is complete</p>	<ul style="list-style-type: none">Utilizing the device throughout the transaction will provide a positive customer experience	<ul style="list-style-type: none">To provide a world class customer experience to all customers
	<p>7. When device is not in use, keep in secure location and charged</p>	<ul style="list-style-type: none">Ensure device is fully charged daily	<ul style="list-style-type: none">This step ensures device is available to assist customers

Work Instruction: Samsung TAB A Language Translator



	Important Steps	Key Points	Reasons for Key Points
	<ol style="list-style-type: none"> Determine Customer's language using chart provided 	<ul style="list-style-type: none"> Using the language chart to validate the customers language can remove barriers from the communication exchange 	<ul style="list-style-type: none"> The ability to communicate with customer ensures positive customer experience
	<ol style="list-style-type: none"> Select Translate on home page (see red highlighted area on graphic) 	<ul style="list-style-type: none"> To set device to proper setting 	<ul style="list-style-type: none"> This will enable the device to begin translation
	<ol style="list-style-type: none"> Set customer language by tapping on language on top right for choices (see red highlighted area on graphic). Select language 	<ul style="list-style-type: none"> To properly communicate with the customer, language must be selected 	<ul style="list-style-type: none"> This will enable the device to translate to customer language
	<ol style="list-style-type: none"> Select Conversation to begin your conversation with the customer (see red highlighted area on graphic) 	<ul style="list-style-type: none"> "Conversation" selection (center bottom button) will prompt the start of the transaction 	<ul style="list-style-type: none"> This step will enable the clerk to begin transaction
	<ol style="list-style-type: none"> Tap language and after beep begin your greeting or inquiry to the customer (see red highlighted area on graphic). The audio translation begins when you finish speaking (text will remain onscreen until manually deleted, can be reviewed if needed) Audio can be replayed when clerk taps on the text. 	<ul style="list-style-type: none"> The device will translate clerk greeting in the customer's language 	<ul style="list-style-type: none"> This step enables the non-English speaking customer to conduct a transaction at the USPS

Work Instruction: Samsung TAB A Language Translator

	<p>6. Tap the customer's language and after the beep, allow customer to state what service they need (see red highlighted area on graphic). Do not hand device to customer.</p>	<ul style="list-style-type: none"> • The device will translate customer language to clerk • Device detects voice up to 10 feet 	<ul style="list-style-type: none"> • This step enables clerk to provide the services to the customer • Social distancing is maintained
	<p>7. Repeat steps 3-6 until transaction is complete</p>	<ul style="list-style-type: none"> • Utilizing the device throughout the transaction will provide a positive customer experience 	<ul style="list-style-type: none"> • To provide a world class customer experience to all customers
	<p>8. When device is not in use, keep in secure location and charged</p>	<ul style="list-style-type: none"> • Ensure device is fully charged daily 	<ul style="list-style-type: none"> • This step ensures device is available to assist customers

SAMSUNG GALAXY TAB-A

Language Translation Project

Setup and Configuration Instructions

For

Samsung KNOX



SAMSUNG
Galaxy
Tab A

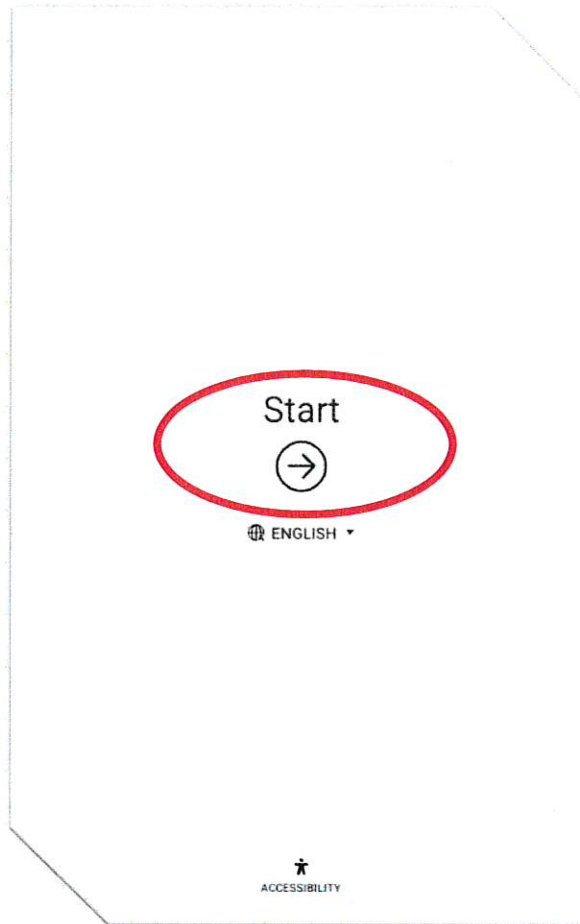


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Disclaimer: Due to slight variations in device firmware and operating system revision levels, the following instructions and/or images may vary slightly from those displayed on the actual device.

Step 1 - Startup



Tap the Start icon.

Agree to the Terms and Conditions

- Terms And Conditions**
Read the [Terms and Conditions](#) carefully, which include an arbitration agreement. By checking the box and tapping Agree or otherwise using your device, you acknowledge and agree to be bound by these [Terms and Conditions](#).
- Privacy Policy**
User data processed by Samsung is governed by the Samsung Privacy Policy. [Learn more](#)
- Diagnostic data (optional)**
Consent to provide diagnostic and usage data. [Learn more](#)
- I have read and agree to all of the above.**

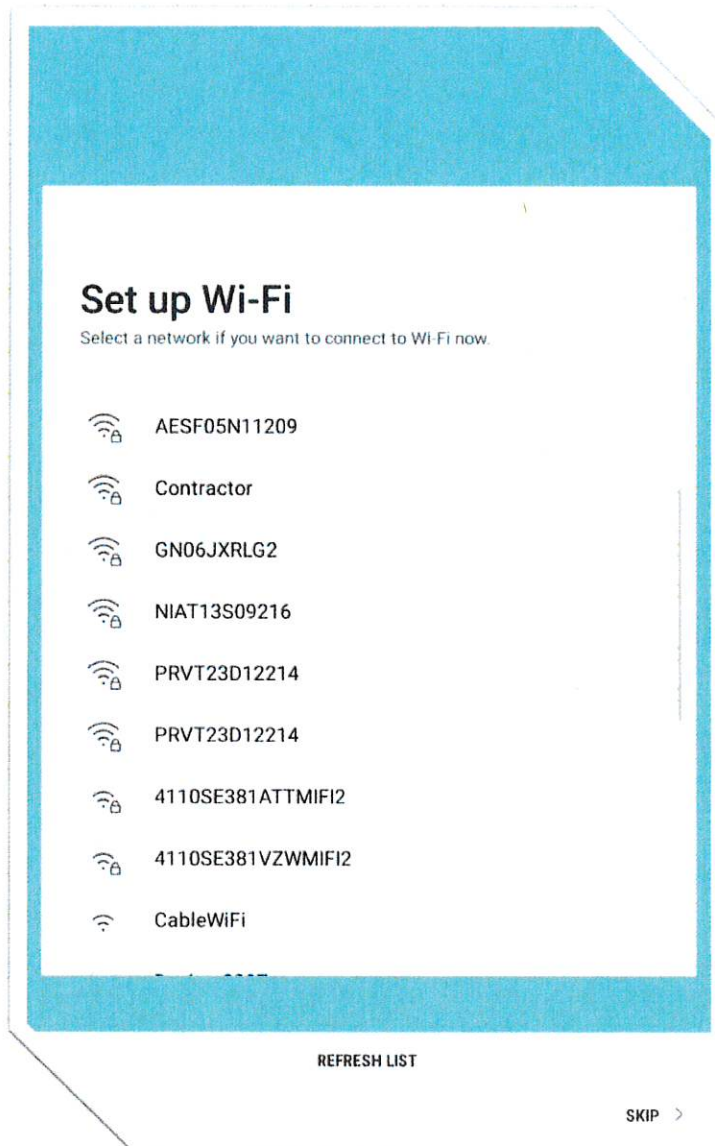
AGREE >

On the Terms & Conditions page, tap 'Agree'.

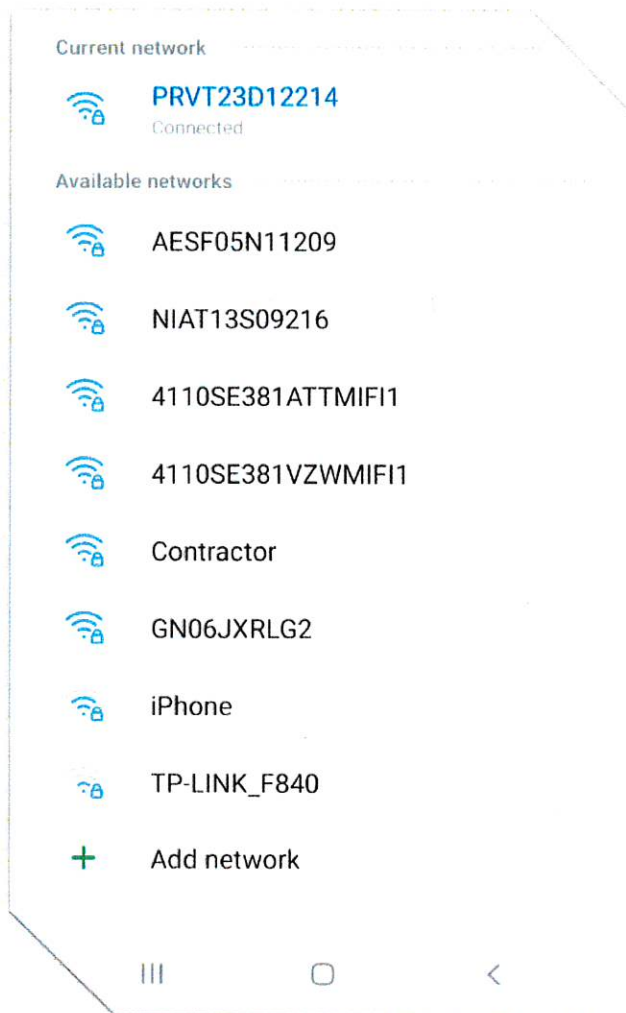


(Cellular Data Only) If the Tablet Activation screen appears, tap 'Next'. Otherwise, the 'No SIM Card Detected' screen will appear – Tap on 'Use Wifi'

Step 2 - Connecting to WiFi

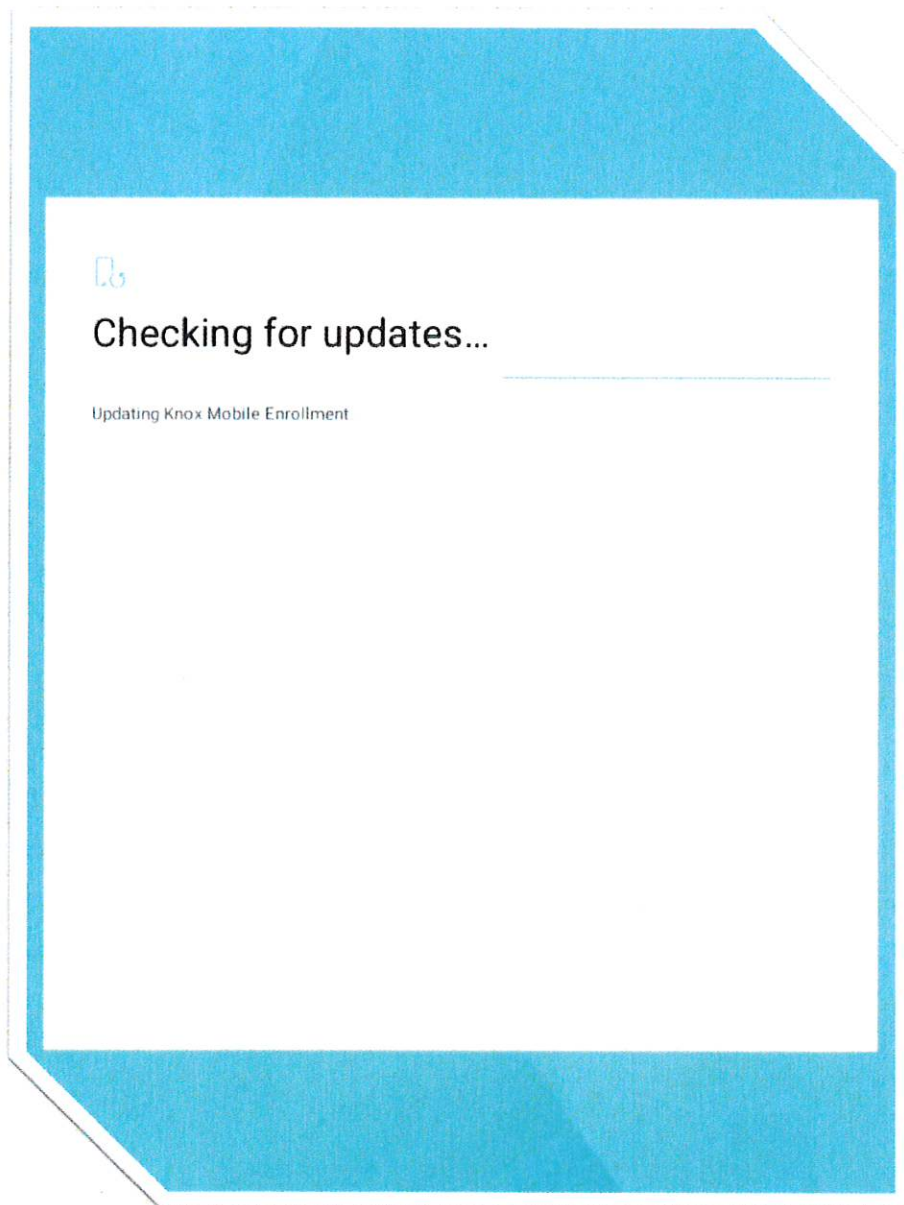


***A list of available WiFi access points is displayed.
Tap to select the appropriate access point.***

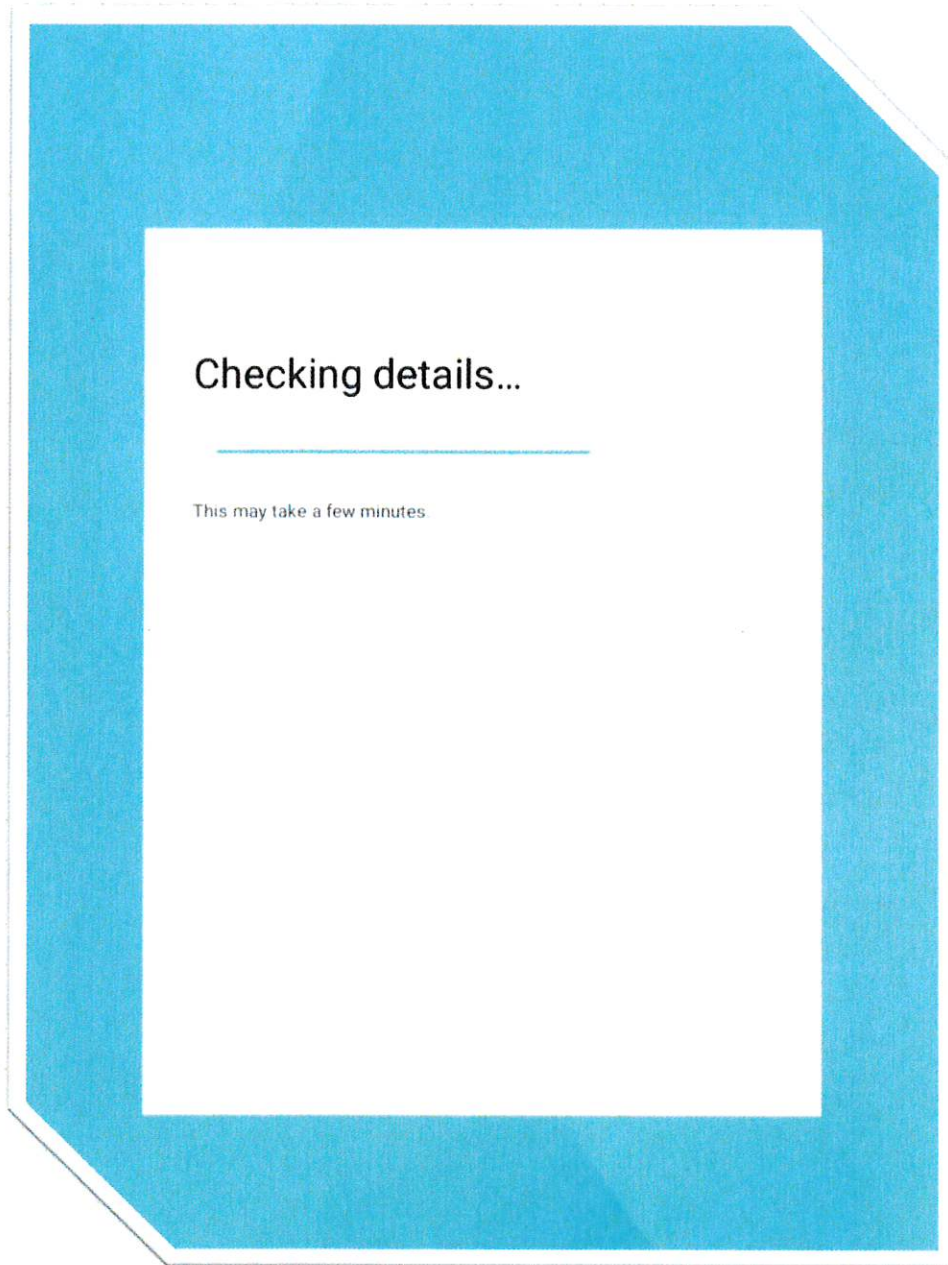


The device will be connected to the selected WiFi access point. If not, tap on the back arrow and repeat the steps above.

Step 3 - KNOX Configuration



The system will check for any KNOX updates.




***The system will validate KNOX licensing and
other system details.***

TERMS AND CONDITIONS

USPS Mobile Device User Agreement

USPS Mobile Device User Agreement Warning! For official use only!

This is a U.S. Government mobile device system, and is intended for official and other authorized use only. Unauthorized access or use of this system may subject violators to administrative action, civil, and/or criminal prosecution under the United States Criminal Code (Title 18 U.S.C. § 1030). All information on this mobile device system may be monitored, intercepted, recorded, read, copied, or captured and disclosed by and to authorized personnel for official purposes, including criminal prosecution. You have no expectations of privacy using this system. Any authorized or unauthorized use of this mobile device system signifies consent to and compliance with Postal Service policies and these terms. I agree.

 I have read and agree to

Security policy prevents use of Home key.

IOUS

NEXT >

Tap on 'I have read and agree...' option, then tap on 'Next'



-
- *The Home Screen will appear displaying the 'Google Translate' and 'Google Lens' apps.*
 - *Google Translate – Allows for Voice or Keyboard language translation*
 - *Google Lens – Allows scanning of QR Codes*
-