

November 9, 2023

Mr. Ivan Butts
President
National Association of Postal Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

RECEIVED
NOV 13 2023

Dear Ivan:

As a matter of general interest, the Postal Service is updating the Mobile Delivery Device-Technical Refresh (MDD-TR) to enhance the functionality of the devices.

Release 7.85 includes the following:

- ALL Edit Book Functions are DISABLED.
 - Edit Book
 - P/X Vacant
 - Business/Residential
 - COA 3546
 - COA lookup Feature
- Certified Mail Enhancement – 3811 Green Card Process
- eArrow Lock Application Update
- eArrow Lock Feature Management
- GPS Audit Reporting – No Impact to User
- Add Flag to Indicate Carriers Left Facility in 1m Breadcrumbs – No Impact to User

Enclosed is the final draft copy of the MDD-TR Release 7.85 talking points.

Please contact Bruce Nicholson at extension 7773 if you have questions concerning this matter.

Sincerely,


James Lloyd
Director

Contract Administration (NALC)

enclosure

MDD-TR Release Service Talk

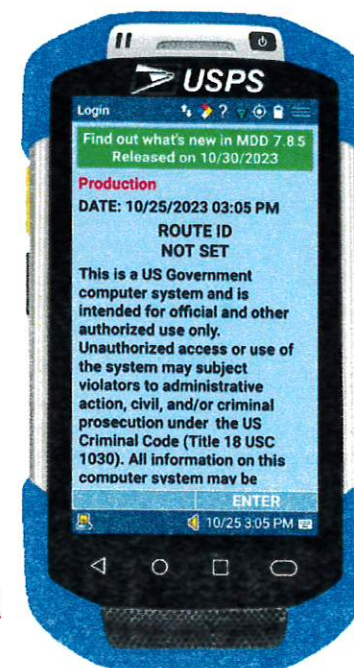
MDD TR Release 7.85

Pilot: 10/30/2023
National: 11/13/2023

- **ALL Edit Book Functions are DISABLED**

- Edit Book
- P/X Vacant
- Business/Residential
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- Certified Mail Enhancement – 3811 Green Card Process
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- Add Flag to Indicate Carriers Left Facility in 1m Breadcrumbs – **No Impact to l**



Certified Mail Enhancement – 3811 Green Card Process

Background

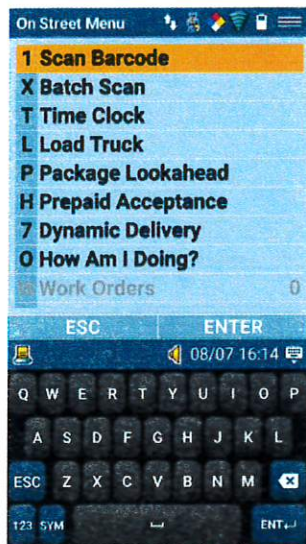
The 3811 Return Receipt (green card) associated with extra return receipt mail service purchased with Certified Mail is often overlooked and returned to sender. This is resulting in excessive refunds occurring for failure to provide the requested service.

Changes on MDD

- A return receipt pending (**RR Pend**) status bar will now be displayed on the scan barcode screen as the 3811 Return Receipt delivery reminder.
- An interactive alert will display on the device when breaking the geofence of the delivery address. The alert will say, “Scan the barcode on the 3811 Return Receipt (green card).”
- A return receipt remaining (**RR Remaining**) tile is being added to the How Am I Doing? feature which will display the number of pieces delivered over the total number of 3811 Return Receipts to be delivered for the day. When selecting the tile, details of the 3811 Return Receipts will be displayed on the scanner.

Certified Mail Enhancement – 3811 Green Card Process

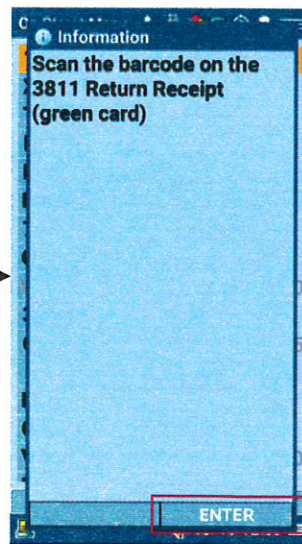
Geo Alert Reminder



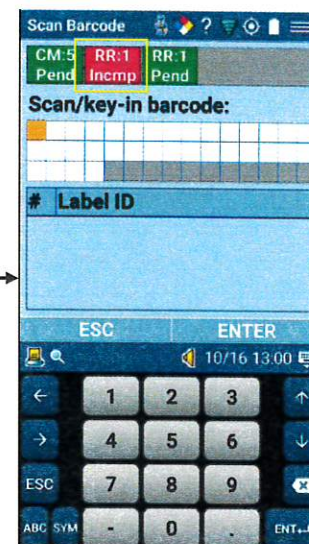
Follow normal login process to access the On Street Menu



Scan Barcode screen will now show a RRPend reminder tile if there are 3811 Return Receipts (green card) to be delivered for the login route



Geofence alerts for 3811 Return Receipts will be triggered upon approach to the mailbox, with the buffer defined by the AMS record for the address. User can dismiss the pop up by pressing ENTER



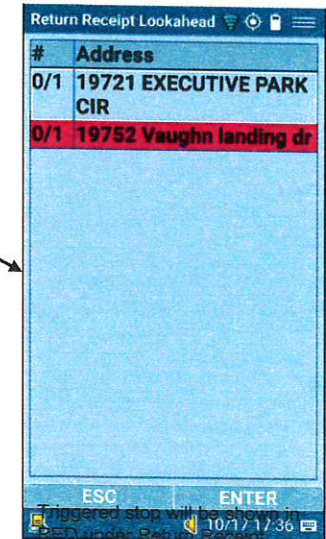
A new tile, Return Receipt Incomplete (RR Incmp), will become visible once the geofence has triggered, but the item has not been scanned yet.

Note:

Incomplete (Red): These are Return Receipt 3811 forms where the geofence has triggered, but the item has not been scanned yet.

Pending (Green): These are Return Receipt 3811 forms that have not been approached yet on the route.

Note: Certified Mail and Return Receipt reminders are not available to rural carriers



Lookahead

Certified Mail Enhancement – 3811 Green Card Process Return Receipt Lookahead

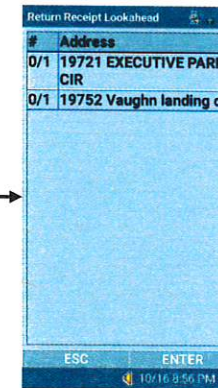
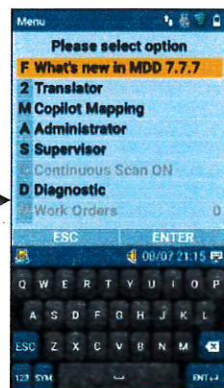
When on the Scan Barcode screen, Return Receipt Lookahead may be accessed in two ways.

Option 1: Select the green RR Pend tab above Scan/key-in barcode

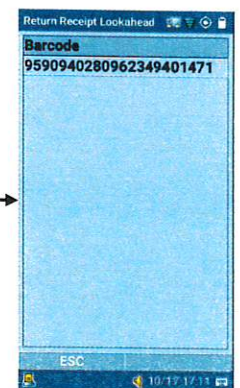
Option 2: Select the Hamburger menu (three lines in top right corner) and scroll down to option H Return Receipt Lookahead



Scan Barcode screen. Tap on RR Pend



Carrier is taken to a lookahead screen which shows a list of addresses receiving Return Receipts for the login route

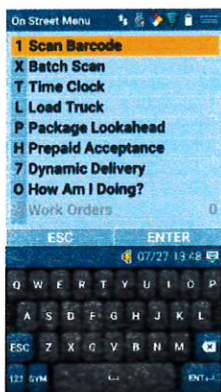


Carrier may tap on an address and view the label ID associated with it. Press ESC once to return to RR Lookahead screen, press ESC twice to return to Scan Barcode screen

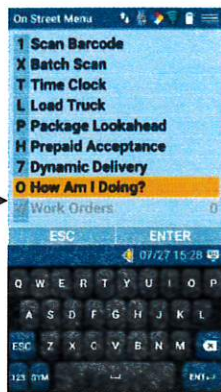
User can also tap on the hamburger menu (top right) to access hotkey H. Return Receipt Lookahead. As shown in the next 3 screenshots.

Certified Mail Enhancement – 3811 Green Card Process

How Am I Doing?



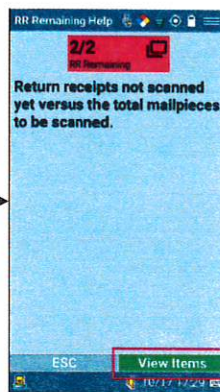
On Street Menu



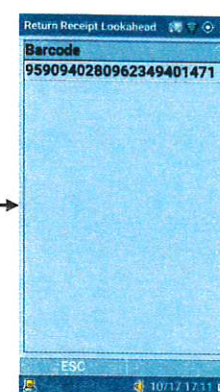
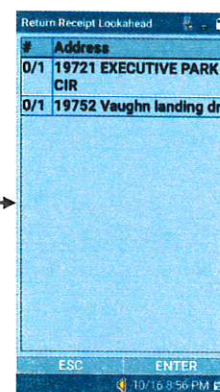
Select option O. How Am I Doing?



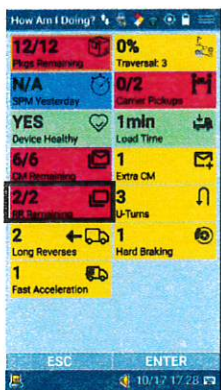
New tile is added to the scorecard. RR Remaining



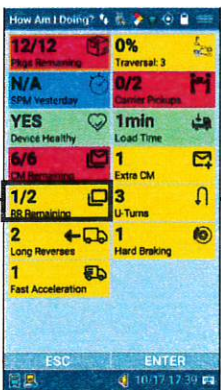
Tap on RR Remaining; a description of the tile is shown along with View Items, a shortcut to RR Lookahead



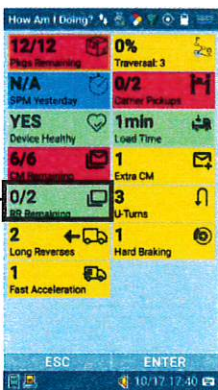
What the Different Tile Colors Signify



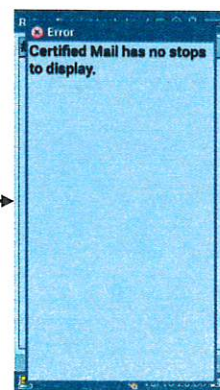
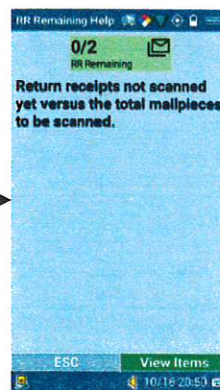
Red: Nothing has been done



Yellow: At least one Return Receipt left without scan



Green: All Return Receipts for the login route have been scanned/processed



Blue: N/A. No Return Receipts for the login route in the manifest file

eArrow Lock Application Update

Background

Currently eArrow lock is being installed in 7,980 collection boxes to add another level of security to prevent mail from being stolen. The eArrow lock application implemented on the MDD TR scanner is used by the maintenance team to install the eLocks and is also used by carriers to open the collection boxes to collect mail on a daily basis.

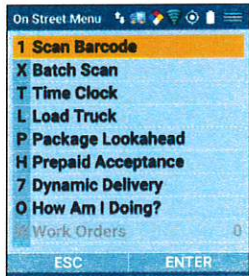
The existing eArrow application does not provide any user interface during operation.

Changes on MDD

The eArrow lock application is updated to provide a user interface (UI) to guide end users in operating the key and the eArrow locks. The added UI will be especially beneficial to carriers with hearing disabilities.

eArrow Lock Application

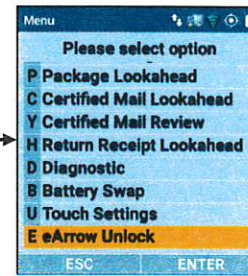
Unlocking eArrow Lock



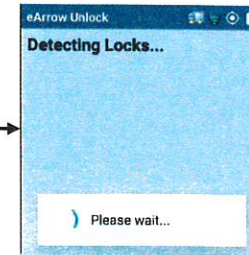
Log in as City Carrier and from the On Street Menu, select (1) Scan Barcode



Open the Hamburger menu on the top right corner



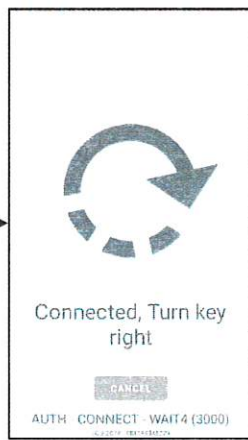
Scroll down to view option (E) eArrow Unlock.



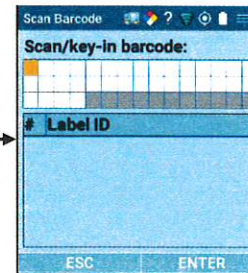
A loading screen appears briefly to detect nearby locks with "Please wait..."



eArrow app launches. Insert key into the collection box lock and turn the key left. An audible chime will play briefly, and lock will attempt to open.



Once successful, you will hear chimes when the lock is unlocked. Turn the key right to fully open lock.



MDD will return to Scan Barcode screen.

eArrow Lock Feature Management

Access Management

Background

This eArrow lock enhancement allows a supervisor to enable/disable the eArrow feature on specific devices in RIMS. A RIMS report is created to show the MDD TR serial numbers that are active with the unlock feature and will show if the device was used the same day and the day prior to open collection boxes.

Changes on MDD

No Change to User Interface

The eArrow lock feature will be enabled or disabled on the MDD TR device by the supervisor through RIMS. Once on RIMS, the supervisor can select which devices to have an eArrow lock feature enabled. The device must be cradled **after** the changes are made in RIMS to be communicated to and take effect on the device. (The device will not receive notification of the enabled/disabled feature change over the air.)

Once enabled on a device, the MDD TR will show the eArrow Unlock feature in the Hamburger Menu. If the feature is not enabled, the eArrow Unlock feature will be disabled in the Hamburger Menu.

eArrow Lock Enhancement

eArrow Device Configuration

New Device | Import Existing Wireless Devices | Enable selected Device IDs | Disable selected Device IDs

Device ID: Arrow Enabled: Device Confirmed:

Select One: | Select One:

Search Clear

Results: Showing items 1-12 of 12

Device ID	ARROW ENABLED	Device Confirmed	Created By	Creation Date	Modified By	Modified Date
1219EC81AA	Y	Y	SUPERVISOR ADMIN	27-Sep-23 04:23:40 PM	SUPERVISOR ADMIN	05-Oct-23 06:03:36 PM
13196C81AA	N	N	SUPERVISOR ADMIN	27-Sep-23 04:23:40 PM		
15196C81AA	N	N	SUPERVISOR ADMIN	27-Sep-23 04:23:40 PM		
15204C80AC	N	N	SUPERVISOR ADMIN	27-Sep-23 04:23:40 PM		
18196C81AA	N	N	SUPERVISOR ADMIN	27-Sep-23 04:23:40 PM		
B020C1244E	N	N	SUPERVISOR ADMIN	05-Oct-23 01:09:28 PM		
C020D12345	N	N	SUPERVISOR ADMIN	27-Sep-23 04:23:40 PM		
D020E12356	N	N	SUPERVISOR ADMIN	27-Sep-23 04:23:40 PM		
D020912345	N	N	SUPERVISOR ADMIN	27-Sep-23 04:23:40 PM		
E020F33456	N	N	SUPERVISOR ADMIN	27-Sep-23 04:23:40 PM		
F020G93956	N	N	SUPERVISOR ADMIN	05-Oct-23 05:44:53 PM		
Z1234C3456	N	N	SUPERVISOR ADMIN	27-Sep-23 01:42:00 PM	SUPERVISOR ADMIN	05-Oct-23 05:44:16 PM

Results: Showing items 1-12 of 12

Note: A new report is added into RIMS. [Special > eArrow Device Configuration](#)

The eArrow Device Configuration report allow each office to select which scanners should have the eArrow Unlock feature active by using the "Enable/Disable selected Device IDs" buttons.

N/N – Device does not have eArrow lock enabled.

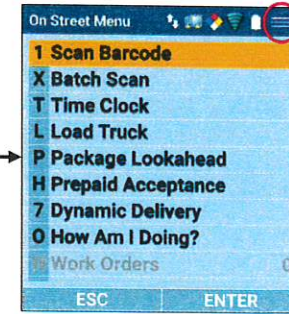
Y/N – Device has been selected to have eArrow lock enabled, but change has not been confirmed by the device.

Y/Y – Device has eArrow lock enabled and has been confirmed.

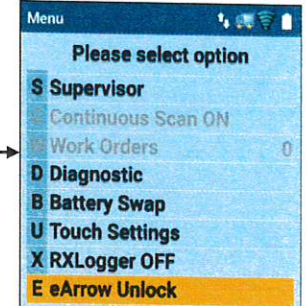
Scanners must be cradled to complete communication process for changes to apply.

If scanner is cradled before changes are made on RIMS, the device must be re-cradled to see the change.

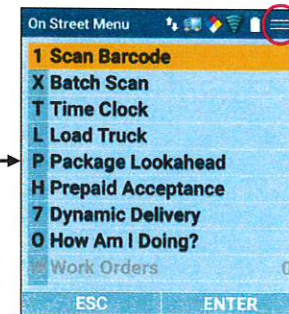
Access Management



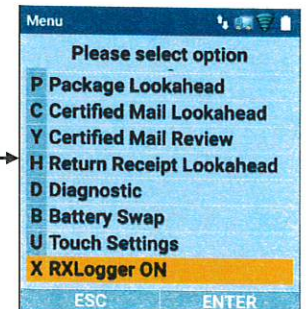
Complete login process and click on the Hamburger Menu



E. eArrow Unlock option is enabled in the Hamburger Menu



Complete login process and click on the Hamburger Menu



E. eArrow Unlock option is hidden (disabled) in the Hamburger Menu

GPS Audit Reporting

Background

Delivery offices are showing on the Non-Delivery Indicator (NDI). Routes where the carrier made 100% of the stops are showing in some cases less than 50% delivered.

Changes on MDD

No Change to User Interface

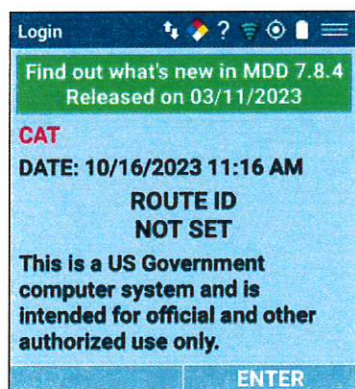
A RIMS report with MPOO view shall be created to show which offices and routes are using the GPS Audit feature. There shall be the ability to select a start and end date so compliance can be tracked.

MDD-TR fields will be sent to RIMS are:

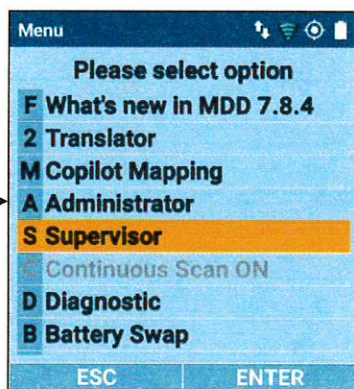
- a. SYSID
- b. DeviceID
- c. Report Date (yyMMdd)
- d. GPS_AUDIT
- e. RouteID
- f. Employee ID
- g. Address Count

GPS Audit Reporting

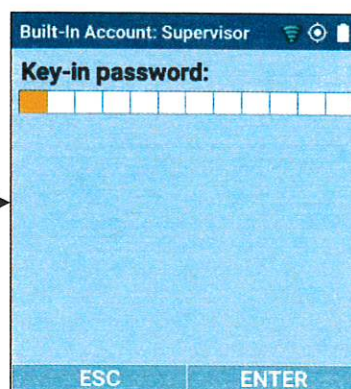
Note: GPS Audit is disabled when accessing Supervisor Menu before logging in on the scanner.



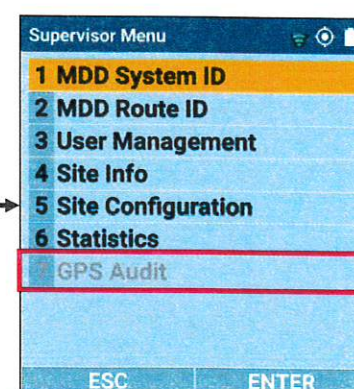
User selects **Hamburger Menu** from login license screen.



User selects **S. Supervisor**

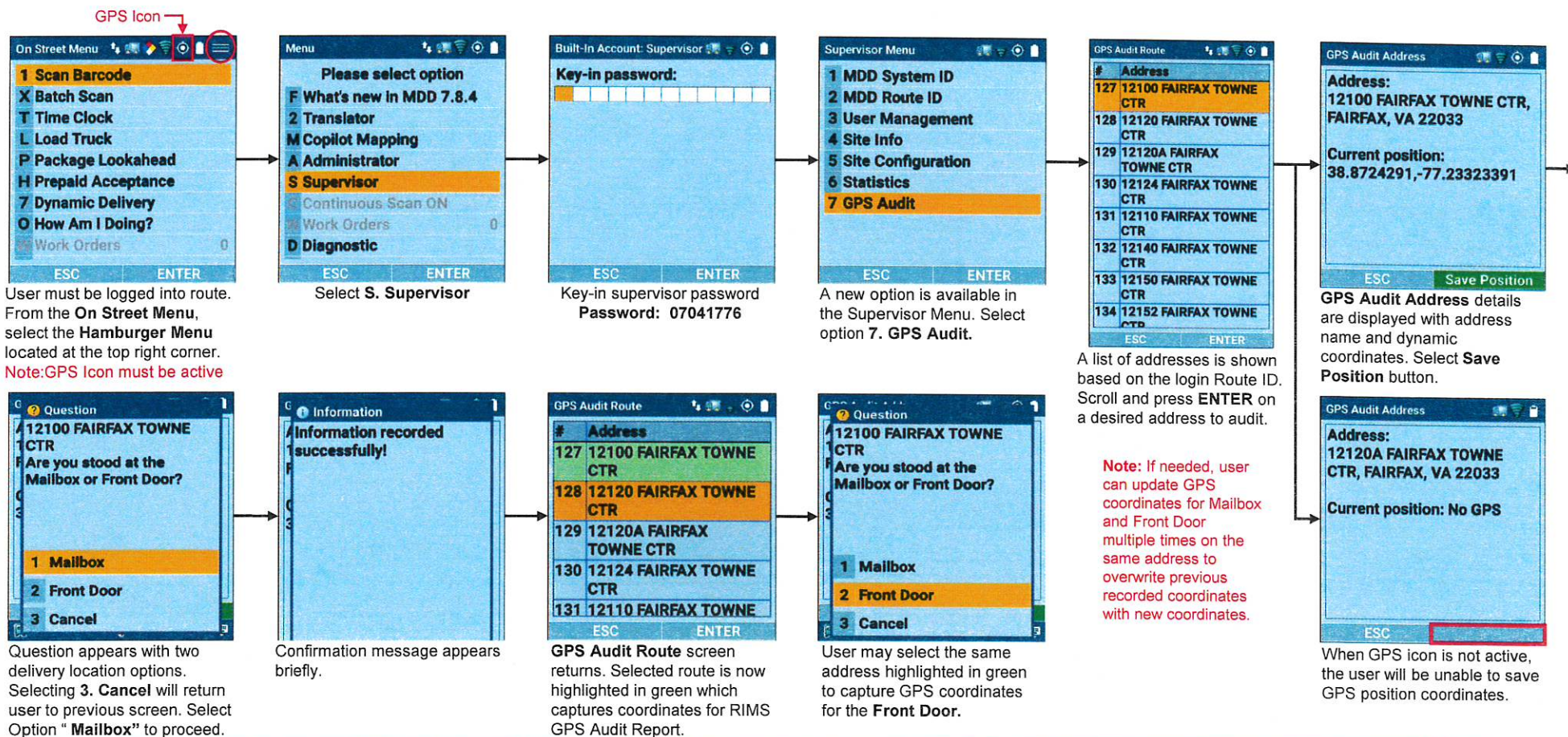


Key-in supervisor password.
Password: 07041776



Option 7. **GPS Audit** is grayed out in Supervisor Menu due to user not being logged into a route.

GPS Audit Reporting



GPS Audit Reporting

Send GPS Audit Data to RIMS

GPS Audit Report

Note: Custom reports may take a long time to process and render.

SYSTEM ID: FACILITY ID: DEVICE ID: ROUTE ID: EMPLOYEE ID:

START DATE: STOP DATE: SORT: descending

Results: Viewing items 1-2 of 2

SYSTEM ID	FACILITY ID	REPORT DATE	DEVICE ID	ROUTE ID	EMPLOYEE ID	ADDRESS COUNT
SYS15645	1437277	2023-10-12 00:00:00	C210A09165	0152R124	000000367172	3
SYS15645	1437277	2023-10-12 00:00:00	C210A09165	2033C043	000000367172	3

Results: Viewing items 1-2 of 2

Note: A new report is added into RIMS. [Special > GPS Audit Report](#)

The GPS Audit records will be uploaded to RIMS when the device is placed in cradle by 8 p.m. (export time). If the upload fails on cradle, the records will be uploaded OTA (over the air) the next day.

Add Flag to Indicate Carriers Left Facility in 1m Breadcrumbs

Background

This change will facilitate data processing of Informed Delivery. The flag in the 1m breadcrumbs to indicate carrier left the facility is required for calculation of the “logical delivery event” or mail delivery notification. The flag will prevent performing unnecessary calculations of the carrier stop event at each delivery point while the carrier is in the office and not on-street performing deliveries.

Changes on MDD

No Change to User Interface

The MDD TR will add a flag in the 1m breadcrumbs to indicate the carrier has left the facility.