UNITED STATES POSTAL SERVICE

October 10, 2023

RECEIVED
OCT 1 2 2023

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

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 7.80 includes the following:

- Send BT Ring with Route Number
- Force Vehicle Return Mileage Entry Before ET
- RRS Menu Redesign (Enabled at one site)
- Hazard Alert Prompt UI Change for Rural Carriers
- Arrow Key Management Process Improvement
  - Status Check
  - Allow spare key to be checked out/returned
- Adding CPMS Label into eArrow Usage Tracking
- Add New STC 907 –EIN Validation
- Certified Mail DPS

Enclosed is the final draft copy of the MDD-TR Release 7.80 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 7.80

Pilot: 09/18/2023
National: 10/02/2023

- Send BT Ring with Route Number
- Force Vehicle Return Mileage Entry Before ET
- RRS Menu Redesign
- Hazard Alert Prompt UI Change for Rural Carriers
- Arrow Key Management Process Improvement
  - Status Check
  - Allow spare key to be checked out/returned
- Adding CPMS Label into eArrow Usage Tracking
- Add New STC 907 – No Change to User Interface

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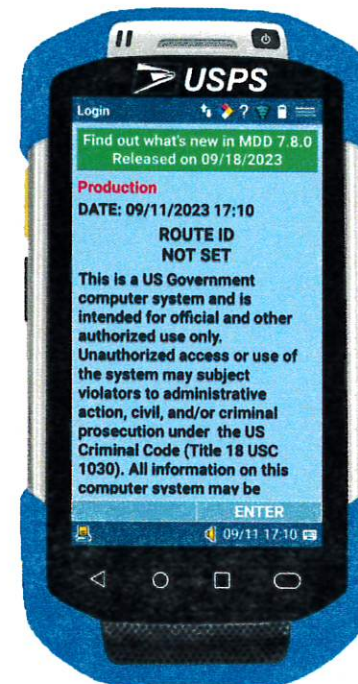
Send BT Ring with Route Number

Background

Supervisors are being forced to correct begin tour (BT) and in from lunch (IL) clock ring errors related to no routes or incorrect routes populating in TACS. Offices are being cited for manually correcting clock rings in TACS along with the additional time needed to correct the clock ring errors.
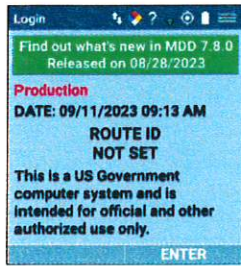
Changes on MDD

During log in, when Begin Tour is selected, the timestamp for Begin Tour will be captured on the "Information recorded successfully" screen. The TMK record will not be saved to the database until the carrier completes the route selection on the "Confirm Route Setup" screen.

Once the route selection is completed, the TMK record will be updated with the TACS route based on the selected route, the information will be saved to the database and uploaded to RIMS.
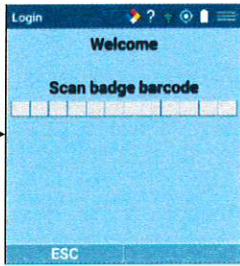
The ESC option will be disabled during log in after confirming the route selection as part of the Begin Tour process, if the Begin Tour record was created.

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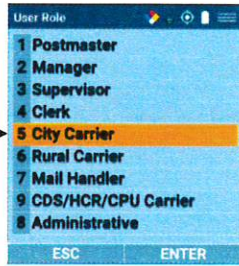
Send BT Ring with Route Number   *TMK Enhancement – Add Route ID to BT Clock Ring*

Login
Find out what's new in MDD 7.8.0 Released on 08/28/2023
Production
DATE: 09/11/2023 09:13 AM
ROUTE ID NOT SET
This is a US Government computer system and is intended for official and other authorized use only.
ENTER

User presses enter to start Login process

Login
Welcome
Scan badge barcode
ESC

User scans badge to proceed with normal login process

User Role
1 Postmaster
2 Manager
3 Supervisor
4 Clerk
5 City Carrier
6 Rural Carrier
7 Mail Handler
9 CDS/HCR/CPU Carrier
8 Administrative
ESC   ENTER

User selects user role

Time Clock
TACS Time   09.65
Choose Ring Type:
1 Begin Tour
6 Begin Tour with Travel
Out to Lunch
Return from Lunch
Move
End Tour
ESC   ENTER
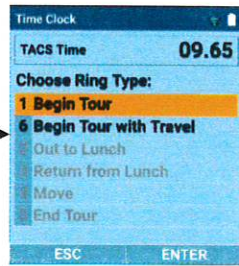
User selects 1.Begin Tour

Begin Tour
TACS Time   09.66
Time Clock information recorded successfully!
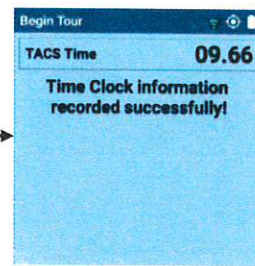
"Information recorded successfully!" appears
Note: BT ring created but not yet sent out

User Type
User Setup:
City
Carrier
4605
2 On Street Motorized
3 On Street Walking
ENTER
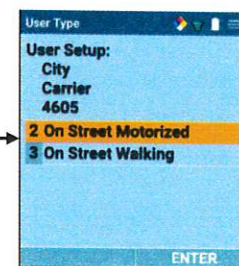
User selects user type

User Route
Select Route:
1 Scan Route Barcode
2 20122 City Rt. 000
E Enter Route Number
ESC   ENTER
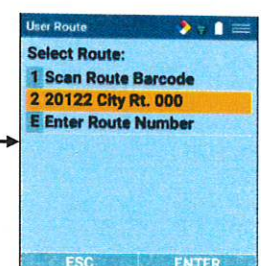
User selects route ID

User Profile Setup
Confirm Route Setup
Route: 0122C000
Zip: 20122
Route Type: City
Route#: 000
ESC   ENTER

User confirms profile setup

User Profile Setup
Scan/key-in vehicle ID barcode:
5 3 6 8 4 8 6
ENTER
09/11 9:41 AM
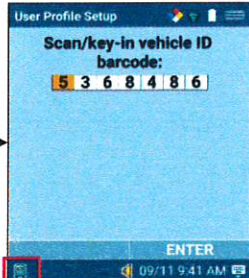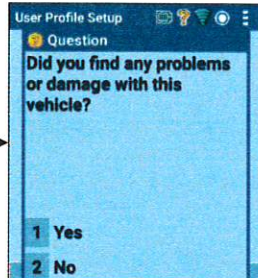
User confirms vehicle ID. **Note: At this point, the Route ID was acquired to complete BT ring to transmit. The mailbox icon indicates that record is sending.**
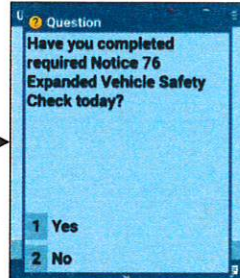
Question
Have you completed required Notice 76 Expanded Vehicle Safety Check today?
1 Yes
2 No

User selects appropriate answer for vehicle safety check questionnaire

User Profile Setup
Question
Did you find any problems or damage with this vehicle?
1 Yes
2 No

User selects appropriate answer for vehicle safety check questionnaire

User Profile Setup
Information
User Profile updated successfully!

Message appears to confirm user profile setup completed

On Street Menu
1 Scan Barcode
X Batch Scan
T Time Clock
L Load Truck
P Package Lookahead
H Prepaid Acceptance
7 Dynamic Delivery
O How Am I Doing?
Work Orders
ESC   ENTER
09/11 9:44 AM
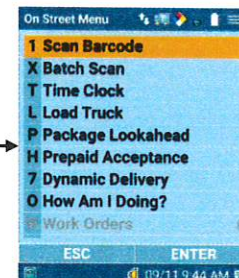
Note: On RIMS, the Transaction time is the timestamp when the user selected Begin Tour

SYSTEM ID	TACS RESPONSE	EMPLOYEE ID	TRANSACTION CODE	RING REASON CODE	TRANSACTION DATETIME	TIMEZONE CODE	TIMEZONE OFFSET	TIMEZONE DST INDICATOR	RING TYPE CODE	FINANCE NUMBER	FINANCE UNIT ID	OPERATIONS ID	LOCAL UNIT NUMBER	ROUTE NUMBER	RING DEVICE ID	DEVICE TYPE	LATITUDE	LONGITUDE	RIMS POST DATETIME CST
SYS34042		00001404605	010 BT		11-SEP-23 09.39.47 AM	UTC	-04:00	Y	000	511656			00	022000	E150A13904	MDD_TR	38.84350048	-77.45833761	11-SEP-23 08.41.45 AM

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Force Vehicle Return Mileage Entry Before End Tour

Background

Carriers are not entering vehicle mileage when returning to the office. This causes additional work for the supervisor and inaccurate data if it is not recorded.

This change will provide a reminder prompting carriers to enter returning vehicle when returning to the facility. It also will enforce the carrier to enter ending mileage before End Tour. Entering the mileage will reduce the workload for supervisors by eliminating entries that are generally estimated.

Changes on MDD

Upon returning to the facility, after 4 PM, a popup reminder will display, "Please remember to enter Ending Mileage for the day." If the ending mileage is not input, when the user attempts to register End Tour the device will display the message, "Ending Mileage has not been reported. Press Enter to proceed." After pressing enter, the scanner will redirect to the Ending Mileage entry screen.

The changes described above do not apply to Rural Carriers.

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Force Vehicle Return Mileage Entry before ET

Force Entering Ending Mileage

On Street Menu
- 1 Scan Barcode
- X Batch Scan
- T Time Clock
- L Load Truck
- P Package Lookahead
- H Prepaid Acceptance
- 7 Dynamic Delivery
- O How Am I Doing?
- Work Orders   0

ESC   ENTER
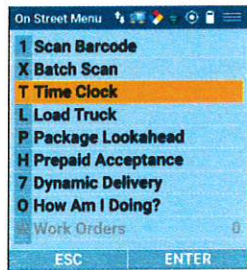
From On Street Menu, select (T) Time Clock

Time Clock
TACS Time   12.29
Scan your badge

ESC   ENTER

Scan an employee badge (employee has not entered ending mileage)

Time Clock
TACS Time   12.30
Choose Ring Type:
- Begin Tour
- Begin Tour with Travel
- 4 Move
- 5 End Tour

ESC   ENTER
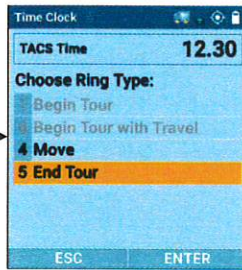
From Time Clock menu, select (5) End Tour

⚠ Warning
Ending Mileage has not been reported. Press Enter to proceed.
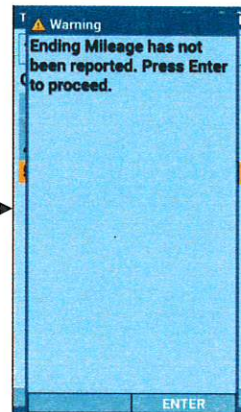
ENTER

If ending mileage did not record for this login employee, a warning message will appear. Press Enter to continue
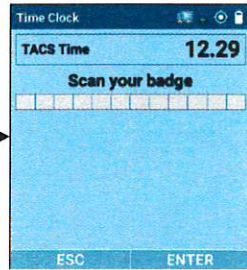
MSP
Begin mileage:
9 8 7 6 0
End mileage:
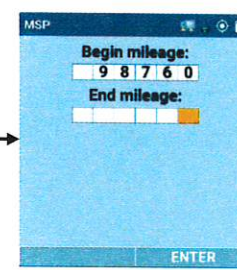
ENTER

User is re-direct to menu to enter ending mileage

MSP
Begin mileage:
9 8 7 6 0
End mileage:
9 8 7 9 9
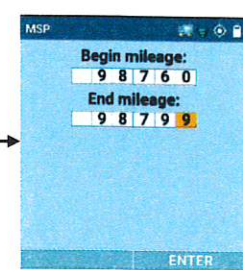
ENTER

Enter appropriate ending mileage and press Enter

? Question
Are you sure you want to make the End Tour clock ring?

1 Yes

2 No
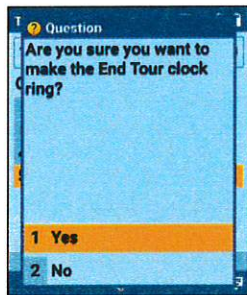
Select (1) Yes to continue with End Tour

End Tour
TACS Time   12.40
Time Clock information recorded successfully!
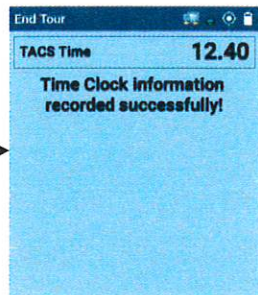
"Information recorded successfully!" appears to confirm ring record created successfully

⚠ Warning
Data entry not complete!
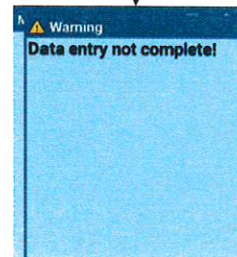
A warning message shall appear after a minute of inactivity.

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RRS Menu Redesign

Background

To eliminate potential errors when making selections on the MDD TR device, new logic will be implemented to hide activities on the RRS activity menu for Rural carriers when they are not appropriate.

Changes on MDD

The logic of displaying and hiding options on the RRS menu is applied to all menu options. Only valid menu options will display on the user menu.

Example #1: When a carrier retrieves the MDD TR and logs in, the only activity visible on the RRS menu will be CLOCKIN. Once CLOCKIN is selected, this option will be hidden and the following valid options will display on the RRS menu: STARTLOADVEH, FLATSWSS, LETTERSWSS, FLATSBOXHOLDERS, LETTERSBXHOLDERS, OUTLUNCH.

Example #2: When a carrier selects OUTLUNCH, all menu options will be hidden except RETURNLUNCH.

Presenting only valid menu options will help reduce touchscreen errors and the number of timekeeping errors/corrections managers must review daily.

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RRS Menu Redesign

CLOCKIN>STARTLOADVEH>ENDLOADVEH
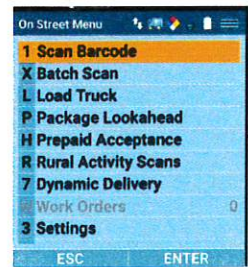
Upon login On Street menu displayed on device
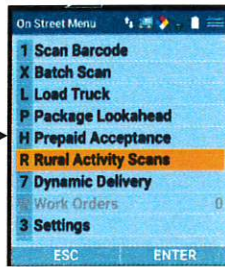
User selects option (R) Rural Activity Scans
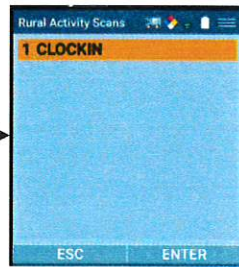
The RRS Activity Scans Menu will show only available option (1) CLOCKIN. Press Enter to select this option
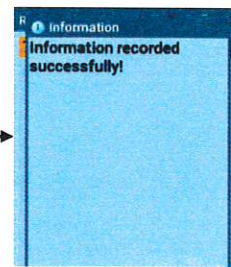
Confirmation message displayed
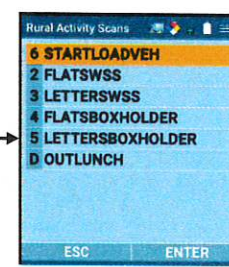
After CLOCKIN, menu will display list of the 6 available options. Select option (6) STARTLOADVEH, press Enter
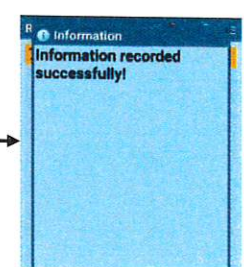
Confirmation message displayed
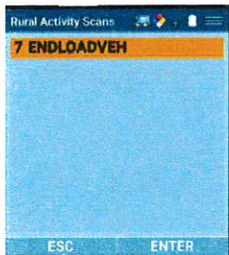
Only option ENDLOADVEH available, press Enter
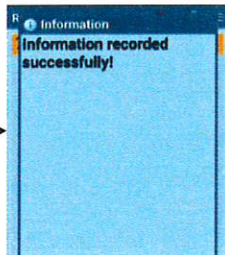
Confirmation message displayed

Notes:
Confirmation message will be presented after each selection on any menu.
Workflow did not change for menu options (2) FLATSWSS, (3) LETTERSWSS, (4) FLATSBOXHOLDER, (5) LETTERSBOXHOLDER.

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RRS Menu Redesign

DEPART2ROUTE, OUTLUNCH>RETURNLUNCH, RETURN2DU

Rural Activity Scans

6 STARTLOADVEH	
2 FLATSWSS	
3 LETTERSWSS	
4 FLATSBOXHOLDER	
5 LETTERSBOXHOLDER	
D OUTLUNCH	
8 DEPART2ROUTE	

ESC   ENTER

After selecting/confirming ENDLOADVEH device displays menu with 7 items on a list

Rural Activity Scans

6 STARTLOADVEH	
2 FLATSWSS	
3 LETTERSWSS	
4 FLATSBOXHOLDER	
5 LETTERSBOXHOLDER	
D OUTLUNCH	
8 DEPART2ROUTE	

ESC   ENTER

Scroll down/or use hot key (8) to select DEPART2ROUTE, press Enter

Information

Information recorded successfully!

Confirmation message displayed

On Street Menu

1 Scan Barcode
X Batch Scan
L Load Truck
P Package Lookahead
H Prepaid Acceptance
R Rural Activity Scans
7 Dynamic Delivery
Work Orders   0
3 Settings

ESC   ENTER
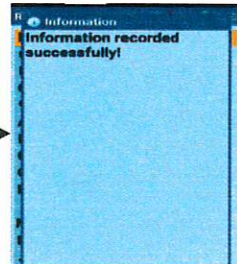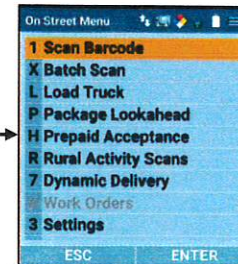
Device takes user back to On Street Menu

On Street Menu

1 Scan Barcode
X Batch Scan
L Load Truck
P Package Lookahead
H Prepaid Acceptance
R Rural Activity Scans
7 Dynamic Delivery
Work Orders   0
3 Settings

ESC   ENTER
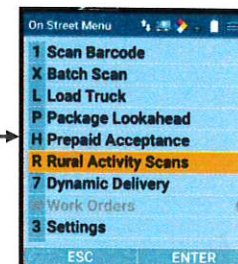
Carrier must select Rural Activity Scans option again, press Enter

Rural Activity Scans

D OUTLUNCH
9 TRIP2DOOR
A DOORMISC
B AUTHDISMOUNT
C UNSCANPARCEL
O CARRIERPU
6 STARTLOADVEH
I PSTGDUESHORTPD
N STAMPSTOCKSALES
M RURALREACHCUSTR
F STARTDEVIATION
G ENDDEVIATION
H PSTGDUECUSTOMS
J RETURN2DU

ESC   ENTER

List of 14 items available. Carrier will need to scroll down to see all menu options. Select (D) OUTLUNCH, press Enter

Note:
All other menu options, except DEPART2ROUTE, OUTLUNCH and RETURN2DU will follow the current workflow.

Information

Information recorded successfully!

Confirmation message displayed

Rural Activity Scans

E RETURNLUNCH

ESC   ENTER
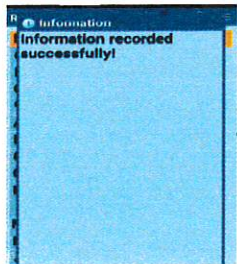
Once OUTLUNCH is selected, the device displays RETURNLUNCH until this action is completed. Even if Escaped to main menu, RRS menu will only display this option

Information

Information recorded successfully!
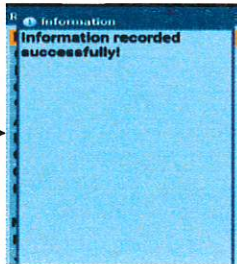
Confirmation message displayed and device brings user to On Street Menu and then selects Rural Activity Scans option

Rural Activity Scans

A DOORMISC
B AUTHDISMOUNT
C UNSCANPARCEL
O CARRIERPU
H PSTGDUECUSTOMS
I PSTGDUESHORTPD
M RURALREACHCUSTR
N STAMPSTOCKSALES
J RETURN2DU

ESC   ENTER

Select (J) RETURN2DU and press Enter, scanner will confirm, and return to On Street Menu. Select RRS menu again

Rural Activity Scans

D OUTLUNCH
K PMCASING
L CLOCKOUT

ESC   ENTER

List of 3 items appears. If OUTLUNCH selected and Enter pressed, then TR follows same workflow as shown for OUTLUNCH.

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RRS Menu Redesign

Rural Activity Scans
D OUTLUNCH
K PMCASING
L CLOCKOUT

If option K. PMCASING selected on this and Enter pressed

Information
Information recorded successfully!

Confirmation message displayed, then device goes to On Street Menu and option R. selected from there

Rural Activity Scans
D OUTLUNCH
9 TRIP2DOOR
A DOORMISC
B AUTHDISMOUNT
C UNSCANPARCEL
O CARRIERPU
6 STARTLOADVEH
I PSTGDUESHORTPD
N STAMPSTOCKSALES
M RURALREACHCUSTR
F STARTDEVIATION
G ENDDEVIATION
H PSTGDUECUSTOMS
L CLOCKOUT

Menu of 14 items, including CLOCKOUT appears

Rural Activity Scans
O CARRIERPU
6 STARTLOADVEH
I PSTGDUESHORTPD
N STAMPSTOCKSALES
M RURALREACHCUSTR
F STARTDEVIATION
G ENDDEVIATION
H PSTGDUECUSTOMS
L CLOCKOUT

Scroll down to CLOCKOUT and press Enter

Information
Information recorded successfully!

Confirmation message displayed

On Street Menu
1 Scan Barcode
X Batch Scan
L Load Truck
P Package Lookahead
H Prepaid Acceptance
R Rural Activity Scans
7 Dynamic Delivery
Work Orders   0
3 Settings

Then device goes back to the On Street Menu

Rural Activity Scans
6 STARTLOADVEH
2 FLATSWSS
3 LETTERSWSS
4 FLATSBOXHOLDER
5 LETTERSBOXHOLDER
D OUTLUNCH

Device brings carrier to the menu with 6 items, skipping CLOCKIN

Rural Activity Scans
D OUTLUNCH
K PMCASING
L CLOCKOUT

If CLOCKOUT is selected on this menu and Enter pressed

Information
Information recorded successfully!

Confirmation message displayed

On Street Menu
1 Scan Barcode
X Batch Scan
L Load Truck
P Package Lookahead
H Prepaid Acceptance
R Rural Activity Scans
7 Dynamic Delivery
Work Orders   0
3 Settings

Device goes to On Street Menu

On Street Menu
1 Scan Barcode
X Batch Scan
L Load Truck
P Package Lookahead
H Prepaid Acceptance
R Rural Activity Scans
7 Dynamic Delivery
Work Orders   0
3 Settings

Option R. Rural Activity Scans selected, Enter

Rural Activity Scans
6 STARTLOADVEH
2 FLATSWSS
3 LETTERSWSS
4 FLATSBOXHOLDER
5 LETTERSBOXHOLDER
D OUTLUNCH

Device brings carrier to the menu with 6 items, skipping CLOCKIN

Note:
All other menu options, except OUTLUNCH and STARTLOADVEH will follow the current workflow.

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RRS Menu Redesign

On Street Menu
- X Batch Scan
- L Load Truck
- P Package Lookahead
- H Prepaid Acceptance
- R Rural Activity Scans
- 7 Dynamic Delivery
- W Work Orders — 0
- 3 Settings
- 6 Change Route — 231GC017

ESC   ENTER

If carrier must change Route ID, option (6) Change Route must be selected and new route ID set up

User Profile Setup

Confirm Route Setup

Route: 2082R002
Zip: 22082
Route Type: Rural
Route#: 002

Carrier proceed with normal procedure of route change and after confirmation of successful setup device brings carrier to On Street menu

On Street Menu
- Scan Barcode
- X Batch Scan
- L Load Truck
- P Package Lookahead
- H Prepaid Acceptance
- R Rural Activity Scans
- 7 Dynamic Delivery
- W Work Orders — 0
- 3 Settings
- 6 Change Route — 2082R002

ESC   ENTER
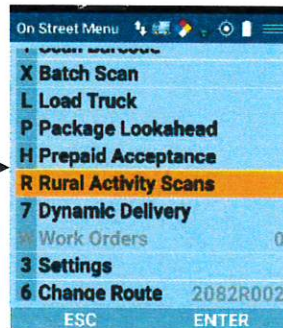
Carrier must select Rural Activity Scans option and press Enter to proceed

Rural Activity Scans
- 1 CLOCKIN
- 2 FLATSWSS
- 3 LETTERSWSS
- 4 FLATSBOXHOLDER
- 5 LETTERSBOXHOLDER
- 8 DEPART2ROUTE
- D OUTLUNCH
- 6 STARTLOADVEH
- 9 TRIP2DOOR
- A DOORMISC
- B AUTHDISMOUNT
- C UNSCANPARCEL
- O CARRIERPU
- I PSTGDUESHORTPD
- N STAMPSTOCKSALES
- M RURALREACHCUSTR
- F STARTDEVIATION
- G ENDDEVIATION
- H PSTGDUECUSTOMS
- J RETURN2DU
- K PMCASING
- L CLOCKOUT

ESC   ENTER

Menu of 22 items appears – to see all the items, user must scroll down

Rural Activity Scans
- I PSTGDUESHORTPD
- N STAMPSTOCKSALES
- M RURALREACHCUSTR
- F STARTDEVIATION
- G ENDDEVIATION
- H PSTGDUECUSTOMS
- J RETURN2DU
- K PMCASING
- L CLOCKOUT

ESC   ENTER
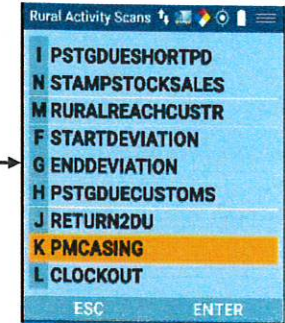
All other menu options, except OUTLUNCH, and STARTLOADVEH will bring user to On Street menu at the end of workflow. For OUTLUNCH flow, refer to Slide 9. For STARTLOADVEH refer to Slide 8. Other options on the menu will follow current workflow.

Information

Information recorded successfully!

Confirmation message displayed

On Street Menu
- 1 Scan Barcode
- X Batch Scan
- L Load Truck
- P Package Lookahead
- H Prepaid Acceptance
- R Rural Activity Scans
- 7 Dynamic Delivery
- W Work Orders — 0
- 3 Settings

ESC   ENTER
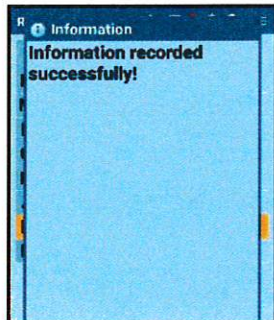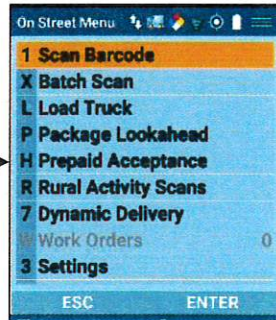
Device brings user back to On Street Menu. If RRS option selected, the menu of 22 items will display.

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RRS Menu Redesign

Access to Old Menu in Hamburger Menu

User Role	
1	Postmaster
2	Manager
3	Supervisor
4	Clerk
5	City Carrier
6	Rural Carrier
7	Mail Handler
9	CDS/HCR/CPU Carrier
8	Administrative

ESC   ENTER
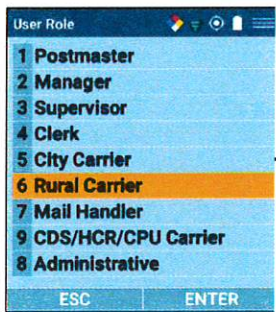
User logs in as a Rural carrier

On Street Menu	
1	Scan Barcode
X	Batch Scan
L	Load Truck
P	Package Lookahead
H	Prepaid Acceptance
R	Rural Activity Scans
7	Dynamic Delivery
	Work Orders 0
3	Settings

ESC   ENTER
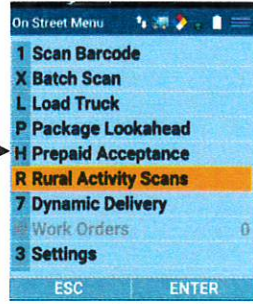
After completing login process, select Rural Activity Scans option on On Street Menu

Rural Activity Scans	
1	CLOCKIN

ESC   ENTER
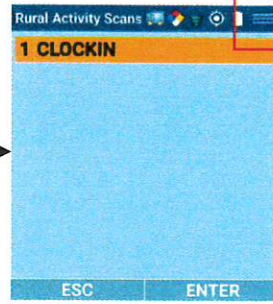
At the "Rural Activity Scans" screen, select the hamburger menu. The menu list displayed on the screen may be different, depending on where user left the RRS feature.

Menu	
	Please select option
	Translator
M	Copilot Mapping
A	Administrator
S	Supervisor
	Continuous Scan ON
D	Diagnostic
	Work Orders 0
G	Show All Activities

ESC   ENTER
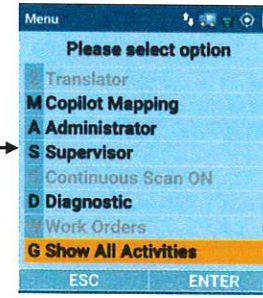
At Hamburger Menu, select option G. Show All Activities

Rural Activity Scans	
1	CLOCKIN
2	FLATSWSS
3	LETTERSWSS
4	FLATSBOXHOLDER
5	LETTERSBOXHOLDER
6	STARTLOADVEH
7	ENDLOADVEH
8	DEPART2ROUTE
9	TRIP2DOOR
A	DOORMISC
B	AUTHDISMOUNT
C	UNSCANPARCEL
D	OUTLUNCH
E	RETURNLUNCH
F	STARTDEVIATION
G	ENDDEVIATION
H	PSTGDUECUSTOMS
I	PSTGDUESHORTPD
J	RETURN2DU
K	PMCASING
L	CLOCKOUT
M	RURALREACHCUSTR
N	STAMPSTOCKSALES
O	CARRIERPU

ESC   ENTER

All RRS items present in a list the old way, without any restrictions (user has to scroll down to see them all). User can select any option on this list and come back to this menu.

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Hazard Alert Prompt UI Change for Rural Carriers

Background

Hazard alerts are enabled on devices to help keep carriers safe by alerting them to the presence of a danger in a specific area.

Changes on MDD

All hazard alerts for Rural carriers will display on screen for 10 seconds. After displaying for 10 seconds, the alert will be dismissed automatically. The alert may also be dismissed with a button press within 10 seconds.

Reporting hazards remains disabled for Rural carriers.

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Hazard Alert Prompt UI Change for Rural Carriers
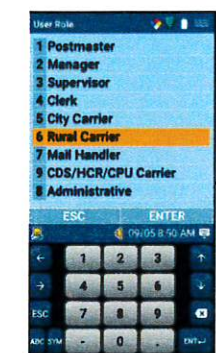
Log in as a Rural Carrier
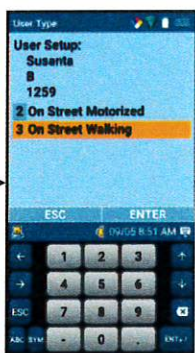
Select On Street Walking
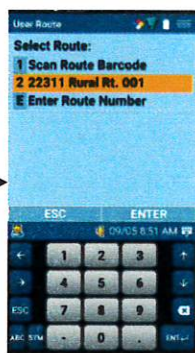
Select Route
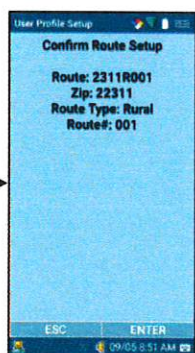
Press 'Enter' to complete User Profile Setup

If the login route has Hazard Alert created, the Location Alerts screen will be displayed. The alert will auto dismiss after 10s. When reaching 3 seconds the Timer Bar will turn red. **Carrier can let the timer run out, press Esc, or select any one of the hazards alert to review**
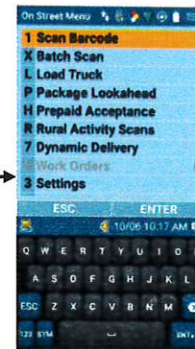
Letting the time run out or pressing Esc on the Location Alert screen will take carrier back to the On-Street menu

Selecting option (Z) Hazard Alert/Delivery Instruction from the On Street menu will take carrier to the Location Alerts screen
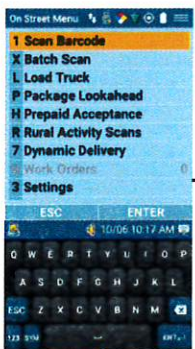
When geo fence is broken for a Hazard Alert, TTS will alert carriers about the Hazard
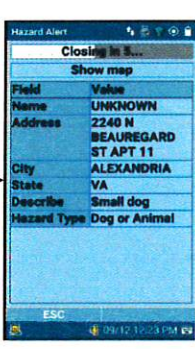
The alert will be auto dismissed after 10s and rural carrier can also dismiss it by pressing ESC. **(Non-owner of alert)**
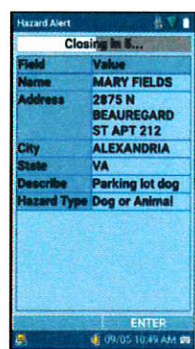
If the triggered alert was created by **the log in carrier**, TTS with popup is displayed. **Press Enter**
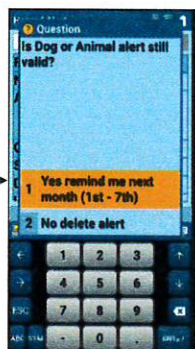
Owner of the alert can select to remind about the alert next month (1st-7th of the month) or delete the alert

Note:
- Timer on the Location alert and Hazard alert notification will only show when Rural Carrier User Role is selected regardless of which route the user logs into.
- Reporting Hazard Alert is still disabled for Rural carriers.

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Arrow Key Management Process Improvement

Background

The Postal Service uses a universal key, known as an arrow key, to access collection boxes, outdoor parcel lockers, cluster box units, and apartment panels. Supervisors assign these keys, generally one per route, to letter carriers for use on over 300,000 delivery and collection routes each day.

This enhancement to the process will prevent inactive status barcodes (returned, lost, damaged, invalid, and in-vault) from being scanned. Only active in-use barcodes will be available for employees to check-out and check-in Arrow key.

Changes on MDD

When carrier receives key from the Clerk/Supervisor in the morning, the carrier will scan the key barcode or select the key from the Arrow key dropdown menu. The device will then verify the Arrow key inventory status. If the status is "In Use," the carrier may continue the checkout process. If the status is not "In Use," the scanner will provide an error message and reject the checkout process and display the message, "Key is unavailable for checkout. Select another key for this route and start the checkout process again."

Arrow Key Management Process Improvement

On Street Menu
- U Lead Card
- B Text Messages
- **K Arrow Key Management**
- Z Hazard Alert/Delivery Instruction
- 5 Manual Input
- 8 Collection Box Info
- 4 Firm Sheet
- 2 Review Entries

Log in to MDD TR as City Carrier. From on street menu, select **(K) Arrow Key Management**

Arrow Key
- 1 Receive Key
- 2 Return Key
- 3 Look Up / Report Key
- 4 Transfer Key

Arrow Key menu appears. **Select (1) Receive Key**

Arrow Key
Scan/Key in Arrow Key
1 AR-31801-C020

User selects the Arrow Key barcode listed.

Question
Does the barcode AR-31801-C020 match the Arrow Key serial number?
1 Yes
2 No

Question appears, select **YES** to proceed or **NO** to return to previous screen.

Arrow Key
Scan clerk/supervisor badge

Scan clerk/supervisor badge.

Arrow Key
Information
Information recorded successfully!

Information recorded successfully.

Arrow Key
Scan/Key in Arrow Key

If no arrow key inventory was downloaded, the list of Arrow Key barcodes will not display.

Error
Key AR-23322-C001 is unavailable for checkout. Select another key for this route and start the checkout process again.

NEW: Error appears if user attempts to check out arrow key that is not part of the Inventory List from RIMS.

Error
The Arrow Key AR-31801-C020 has already been checked out today.
ENTER

Error appears if user attempts to check out arrow key that is already checked out. Press **ENTER** to return to previous screen.

Arrow Key Management Process Improvement

Allow Spare Key

Background

Employees use MDD-TR to receive and return Arrow keys by scanning Arrow key barcode. Since 8/22/2023 the day of the National launch for the 24-hour Arrow key management process carriers are unable to scan Spare (SP) barcodes- receiving error message.

Changes on MDD

Modify the software to enable all Spare (SP) barcodes for facilities and allow anyone within the office to be able to scan Spare (SP) key barcodes.

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Arrow Key Management Process Improvement

Receive Spare Key

On Street Menu	Arrow Key	Arrow Key	Question	Arrow Key	Arrow Key
U Lead Card B Text Messages K Arrow Key Management Z Hazard Alert/Delivery Instruction 5 Manual Input 8 Collection Box Info 4 Firm Sheet 2 Review Entries	1 Receive Key 2 Return Key 3 Look Up / Report Key 4 Transfer Key	Scan/Key in Arrow Key AR-20096-SP01 1 AR-20049-C001	Does the barcode AR-20096-SP01 match the Arrow Key serial number? 1 Yes 2 No	Scan clerk/supervisor badge	Information recorded successfully!

Log in to MDD TR as City Carrier. From on street menu, select **(K) Arrow Key Management**

Arrow Key menu appears. **Select (1) Receive Key**

User can key-in or scan **Spare** key barcode. (AR-20096-SP01)

Question appears, select **YES** to proceed or **NO** to return to previous screen.

Scan clerk/supervisor badge.

Information recorded successfully.

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eArrow Usage Tracking Addition

Background

There has been a steady increase in robberies associated with forcibly taking arrow keys to steal mail from collection boxes. eArrow locks are being installed in 100,000 collection/other boxes to add an additional level of security.

This enhancement provides the ability to track the date/time a lock was accessed, the Employee EIN, MDD TR device serial number used to open the lock, the latitude/longitude where the lock was opened, the eArrow lock serial number, and the CPMS box label.

Changes on MDD

When a lock is opened, there will be a 2-minute window for scanning the CPMS barcode. The scanner will compare the geocoordinates collected from the opened eArrow lock with the geocoordinates of the live scan of the CPMS label ID. If the distance is within 15 feet, the collection box ID will be accepted and sent with other unlock data usage, otherwise it will be ignored.

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eArrow Usage Tracking Addition

On Street Menu
1 Scan Barcode
X Batch Scan
T Time Clock
L Load Truck
P Package Lookahead
H Prepaid Acceptance
7 Dynamic Delivery
O How Am I Doing?
Work Orders   0
ESC   ENTER
09/06 2:35 PM

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

Scan Barcode
Scan/key-in barcode:
Label ID
ESC   ENTER
09/06 2:36 PM

Open the **Hamburger menu** on the top right corner

Menu
Please select option
V Virtual Mailing Address
P Package Lookahead
C Certified Mail Lookahead
Y Certified Mail Review
B Battery Swap
U Touch Settings
X RXLogger ON
E eArrow Unlock
ESC   ENTER
09/06 2:37 PM

Scroll down to view option **(E) eArrow Unlock**

Insert key into the collection box lock and turn it counter-clockwise. An audible chime will play briefly. Select **(E) eArrow Unlock** to begin unlock process

eArrow Lock
Detecting Locks...
Please wait...
09/06 2:38 PM

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

CANCEL
SCAN - IN PROGRESS (1/5)

eArrow app launches. The scanner will start communicating with the lock to send the unlock command. If successful, you will hear chimes when the lock is unlocked. Turn the key clockwise to open lock.

Scan Barcode
Scan/key-in barcode:
Label ID
ESC   ENTER
09/06 2:38 PM

Scan Barcode screen returns. Carrier shall scan the CPMS box barcode within 2 minutes after the collection box is unlocked.

Information
Information recorded successfully!

"**Information recorded successfully**" appears briefly then returns to **Scan Barcode** screen to complete process

Menu
Error
Access denied. Please return the device to the Postal facility.

Error will appear if the one of the following conditions is not met:
1. Check the last date/time that the scanner was inside the facility is within 12 hours OR
2. Check that the scanner has been cradled inside a postal facility within the last 12 hours

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eArrow Usage Tracking Addition

Custom D&MT Reports - eArrow Duration Report ❓

Description: All eArrow durations send by MDD TR

Click here to select a report

Select and Group	Search	Sort
⌄ ⌄	(anywhere) ⌄ = ⌄	CREATION_DATETIME ⌄ ☑descending

Search **Clear**

Results: Viewing items 1-42 of 42.

Previous | **1** | Next

AREA	DISTRICT	SYSTEM ID	FACILITY NAME	EVENT DATE	DEVICE ID	ROUTE ID	EMPLOYEE ID	SERIAL NUMBER	LABEL ID	MESSAGE	LATITUDE	LONGITUDE	START DATETIME	END DATETIME	DURATION SECONDS	CREATION DATETIME	...
ATLANTIC	MARYLAND	SYS33492	20874 - GERMANTOWN	2023-09-06 00:00:00	C305A16153	0874C015	00000000960	984184347307		Ok|Ok	38.872774	-77.233595	06-SEP-23 03.48.03 PM	06-SEP-23 03.48.07 PM	4	06-SEP-23 02.49.37 PM	
ATLANTIC	MARYLAND	SYS33492	20874 - GERMANTOWN	2023-09-06 00:00:00	C305A16153	0874C015	00000000960	984184347307	LL0000077604	Ok|Ok	38.872771	-77.233597	06-SEP-23 03.47.09 PM	06-SEP-23 03.47.15 PM	6	06-SEP-23 02.47.56 PM	
ATLANTIC	VIRGINIA	SYS15645	20151 - CHANTILLY POST OFFICE	2023-09-06 00:00:00	C210A09165	2033C043	00000036717	984184347307		Ok|Ok	38.872549	-77.233245	06-SEP-23 01.12.08 PM	06-SEP-23 01.12.12 PM	4	06-SEP-23 12.12.43 PM	

Note: CPMS Label ID will be displayed in the eArrow Duration Report if the barcode passed the condition check and is accepted. The condition check includes: 1)The CPMS barcode needs to be **scanned within 2 minutes** after eArrow is unlocked, and 2) **Carrier must scan the barcode within 15 feet distance** of the collection box.

A new column is added in the **eArrow Duration Report** on RIMS to display the scanned Collection Box (CPMS) label ID

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Add New STC 907

Background

Service Type Code 907 was missing and was causing problems with scanning.

Changes on MDD

No Change to User Interface

STC 907 – Periodical First Class Mail has been added.

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