LABOR RELATIONS

UNITED STATES
POSTAL SERVICE

June 27, 2022

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 7.57 includes the following:

- Time Keeping Enhancement (Only enabled at Time Keeping Sites)
- Automate COA Update (Only enabled at COA Pilot sites)
- Sales Lead Feedback to Carriers (Only enabled at Lead Card Pilot sites)
- SPM Sampling Prompt Update
- SPM Logic Update
- Redesign CAS to Reduce No Trigger Rate
- CarrierPU Scan 5630 and MyPO
- Remove Notice 76 Prompt for HCR User
- Eliminate Message Re-prompt after Route Change
- Automatically Hide Keyboard
- Volume Adjustment/Different Sound for HZ Alert/Good/Bad Scans
- Unknown Barcode Process Modification
- Appendix K Support Intl Election Mail STCs
- Smooth Speed Calculation

National implementation for the MDD-TR updates are scheduled to begin on July 11.

We have enclosed the final draft copy of the MDD-TR Release 7.57 talking points for your review.

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

Sincerely,

David E Mills
Director
Labor Relations Policies and Programs

Enclosure

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MDD TR Release 7.57

- National Deployment – July 11, 2022

New features for MDD-TR introduced include:

We will be deploying MDD TR R7.57 release this weekend to **MDD Beta, Pilot, Time Keeping Pilot and Time Keeping Phase I sites**. Features introduced in the release include:

- Time Keeping Enhancement (Only enabled at Time Keeping Sites)
- Automate COA Update (Only enabled at COA Pilot sites)
- Sales Lead Feedback to Carriers (Only enabled at Lead Card Pilot sites)
- SPM Sampling Prompt Update-
- SPM Logic Update
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- Lead Card feedback feature will be turned on Monday night (6/27/22) to support the Lead Card Pilot at 4 sites.

- COA update feature will be turned on later when the selective COA Pilot sites are ready.

- After software update the scanners at **Beta/Pilot and Time Keeping Pilot and Phase I site** shall see following software version installed:

Time Keeping Enhancement (Only enabled at Time Keeping Sites)

Background

Timecard Tracking enhancements are needed to help ensure Begin Tour and End Tour clock rings are performed in a timely manner, and to make it easier for the Carrier to Change Routes in the Time Keeping application.

Changes on MDD

Carriers will be prompted to begin tour immediately after logging into the device, prior to taking any other action on the device. Device will allow carrier to toggle between parent/child stations when changing routes. Application will report time spent on primary route and time spent on assisting route. After End Tour is recorded, the application will log user off the device.
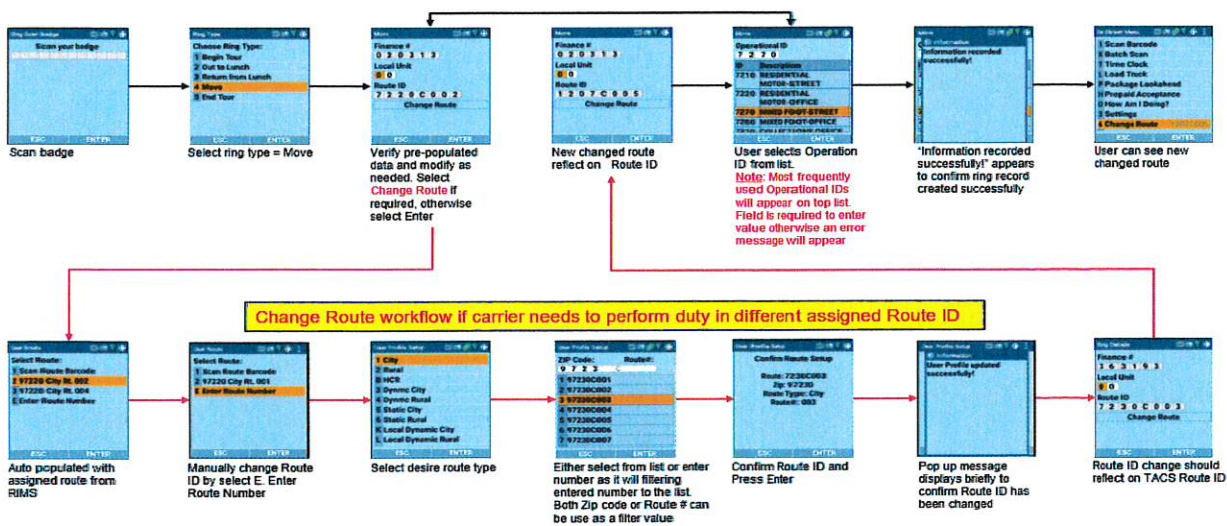
Automate COA Update (Only enabled at COA Pilot sites)
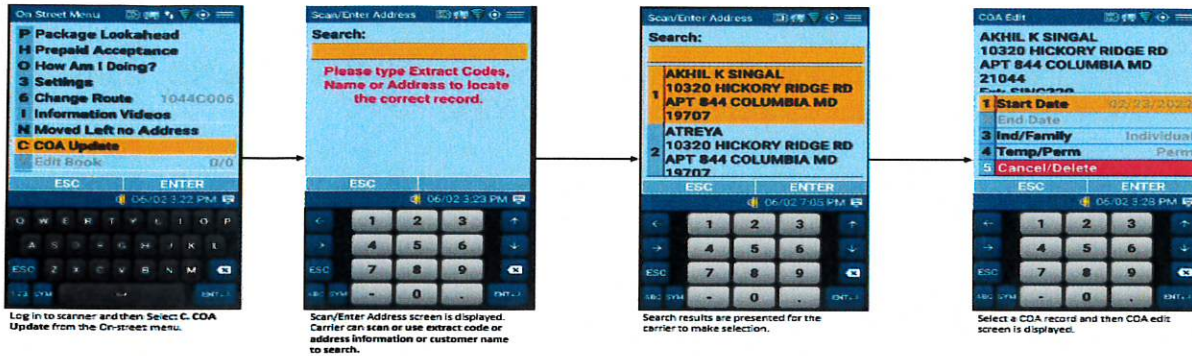
Background

When Post Office personnel are notified of a correction that needs to be made to an existing change-of-address, the office will manually complete a PS Form 3546. Typically, these changes are very simple changes (modify the start date, change the move type from a family to an individual, cancel the COA, etc.).

Changes on MDD

Add COA (Change of Address) Update option to the scanner that will give carriers the ability to make simple changes as described above and send the update to COA database.

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Accessing COA Update feature:

Log in to scanner and then Select C. COA Update from the On-street menu.

Scan/Enter Address screen is displayed. Carrier can scan or use extract code or address information or customer name to search.

Search results are presented for the carrier to make selection.

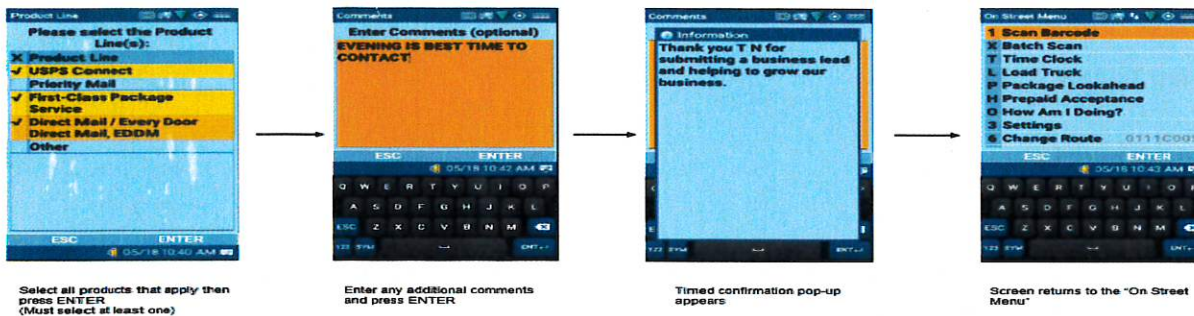Select a COA record and then COA edit screen is displayed.

Sales Lead Feedback to Carriers (Only enabled at Lead Card Pilot sites)

Background

The Lead Card function has been enabled on the Mobile Delivery Devices allowing carriers to enter Lead Card information directly into the MDD{TR} device instead of handwriting the information on a form and submitting through a supervisor. Currently, carriers do not have the ability to view the lead status.

Changes on MDD

- This requested enhancement will provide current lead information on leads submitted by the carrier on the MDD.
    o Upon login, a notification will display when there is a status change to a lead. The notification is displayed only once a day.
    o Carriers may also refer to the lead status by selecting Lead Card from the On Street Menu then selecting Lead Status. The most recent leads will display on the top of the list. A Lead status that has been viewed will be removed from the device after 7 days. Any Lead Status that has not been viewed will be removed after 60 days. Leads are linked to the Employee ID. Carriers can only view the status of the leads associated with their own Employee ID.
- As part of the enhancement, the Product line is included in the lead card submission.

Select all products that apply then press ENTER (Must select at least one)

Enter any additional comments and press ENTER

Timed confirmation pop-up appears

Screen returns to the "On Street Menu"
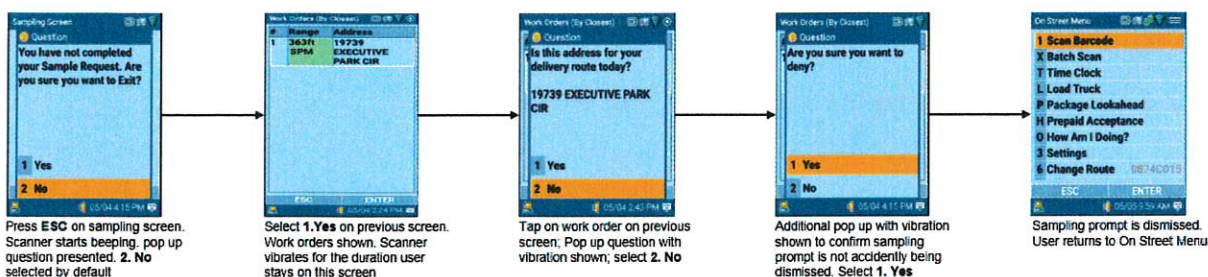
SPM Sampling Prompt Update

Background

Due to the sensitivity of the touchscreen on the MDD device, carriers have requested changes to the SPM Sampling feature to reduce entry errors.

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Changes on MDD

The default setting for the sampling request question, "Is this address on my route?" is set to NO. Carrier feedback to Delivery Ops is to change the default response from NO to YES.

To avoid No is selected inadvertently, a second confirmation question is added to the workflow: "Are you sure you want to deny?" for the carrier to confirm the dismissal of the SPM prompt.

Press **ESC** on sampling screen. Scanner starts beeping. pop up question presented. **2. No** selected by default	Select **1.Yes** on previous screen. Work orders shown. Scanner vibrates for the duration user stays on this screen	Tap on work order on previous screen; Pop up question with vibration shown; select **2. No**	Additional pop up with vibration shown to confirm sampling prompt is not accidently being dismissed. Select **1. Yes**	Sampling prompt is dismissed. User returns to On Street Menu

SPM Logic Update

Background

Currently pre-notification messages are sent to devices with (n) stops ahead of the address for the work order. The device checks and presents SPM requests for the login route and other routes which might be used during the day, determined by package scanning. The device will trigger any SPM requests when breaking geo fence if location tracker cannot determine the expected stops when carriers deviate from their routine routes, or no package manifest file is available to refer and set the next expected stop.

Changes on MDD

When carrier logs in as non-SPM routes, i.e., any routes other than C, R and H routes, the scanner will not download the sample request OTA and will not trigger any SPM work orders.
When scanning packages belonging to C, R or H routes, the scanner will not download the SPM sample requests for the route.

Redesign CAS to Reduce No Trigger Rate
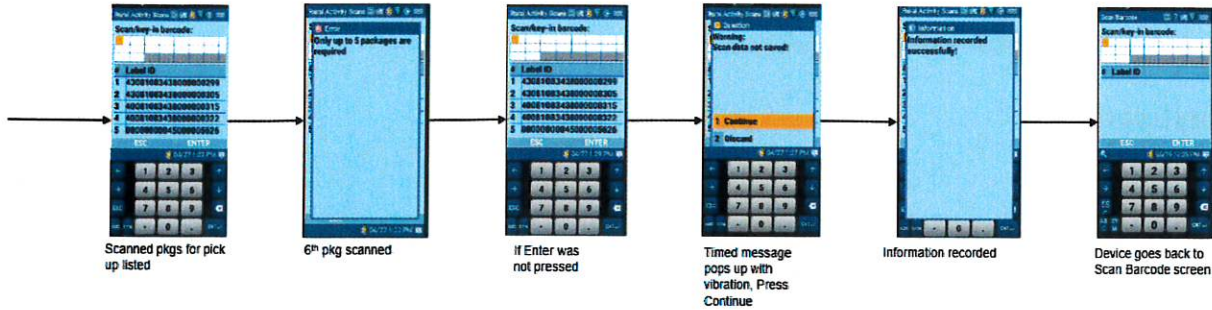
CarrierPU Scan 5630 and MyPO

Background

With the implementation of Activity Scans, the CARRIERPU scan has been added and needs to allow the scanning of the F5630 ID and the MyPO form ID.

Changes on MDD

Allow the scanning of F5630 and the MYPO form IDs within the CARRIERPU activity scan workflow. After the F5630 or MyPO form is scanned, carrier can enter the number of packages to be picked up. If no forms available to scan carrier can still proceed with the workflow to enter the package count.

The range of Trips to complete work for Authorized Dismount (AUTHDISMOUNT) and Trips to Door for Misc. Activities in Door Miscellaneous (DOORMISC) is changed from 1-99 to 1-9 to match the Number of Trips in Trip to Door (TRIP2DOOR).


| Scanned pkgs for pick up listed | 6th pkg scanned | If Enter was not pressed | Timed message pops up with vibration, Press Continue | Information recorded | Device goes back to Scan Barcode screen |

Remove Notice 76 Prompt for HCR User

Background

Notice 76 Expanded Vehicle Safety Check is displaying on the devices for HCR routes that do not use government vehicles for mail delivery. Carriers that complete HCR Routes do not use Government vehicles and the expanded vehicle check is not required.

Changes on MDD

Carriers who are assigned to HCR routes will no longer receive the Notice 76 prompt to conduct Expanded Vehicle Safety Checks.
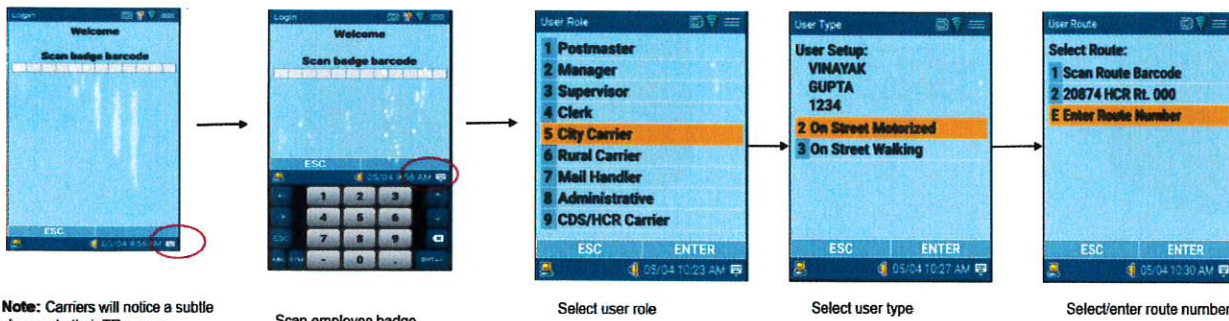
| Note: Carriers will notice a subtle change to their TR screen. Keyboard will now automatically appear when needed for text entry, popups and menu hot keys, and hides when not needed. Keyboard may still be viewed or be hidden at anytime by tapping on the keyboard icon next to the date and time | Scan employee badge | Select user role | Select user type | Select/enter route number |

Eliminate Message Re-prompt after Route Change

Background

Feedback from carriers indicated previously accepted Alert messages from the Supervisors were displaying, with sound and popup again after changing routes on a device.

Changes on MDD

Popup alerts which have already been reviewed and acknowledged will not be presented again when a carrier changes route on a device. MDD will suppress the alerts from display once the alerts are reviewed and acknowledged.

The corporate messages may still show up after route change sometime.

Automatically Hide Keyboard

Background

To provide more space for important messages and to display the full menu options, the keyboard will automatically hide on the device to minimize scrolling.

Changes on MDD

The keyboard will automatically hide to provide more room on the screen to display the full menu or messages and minimize scrolling of the screen. The keypad icon is used to suppress or expand the keyboard display.

Tap on the **keyboard icon** to suppress or expand keyboard
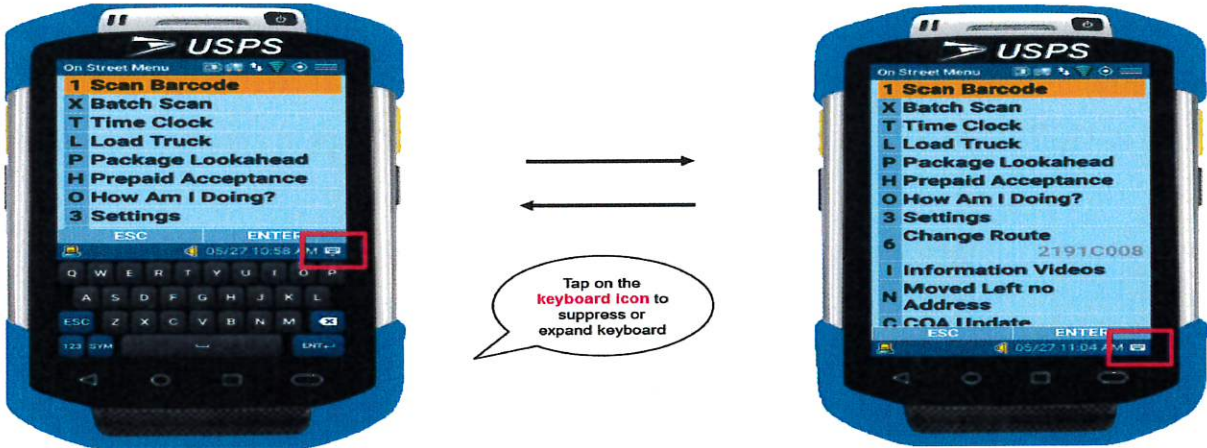
Volume Adjustment/Different Sound for HZ Alert/Good/Bad Scans

Background

Carriers have expressed concerns regarding the inability to adjust the volume of the MDD TR device. This change request will allow carriers to adjust the volume based on carriers' surroundings.
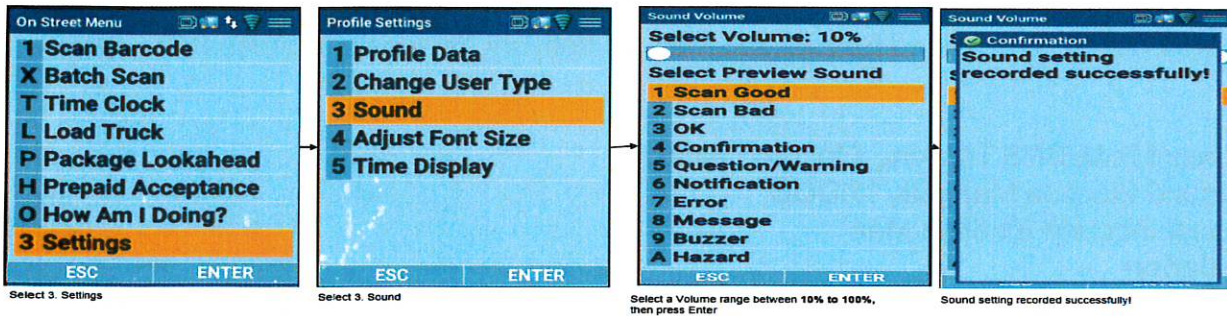
Carriers also complained about the sounds emitted by the scanner upon good or bad scan or alert are not unique and sometimes it is hard to differentiate. A Carrier focus group made the recommendation for each type of alert, good scan, bad scan, hazard alert, to have a different sound for audible recognition by the carrier.

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Changes on MDD

Carriers will have the ability to increase or decrease the volume of the device to an appropriate level (10-100%) based on carrier surroundings. For specific alert types, the volume will be 30% louder than Carrier set volume and vibrate.

Carriers will hear unique audible sounds for good scans, bad scans, and alerts messages.

On Street Menu	Profile Settings	Sound Volume	Sound Volume
1 Scan Barcode	1 Profile Data	Select Volume: 10%	Confirmation
X Batch Scan	2 Change User Type	Select Preview Sound	Sound setting recorded successfully!
T Time Clock	3 Sound	1 Scan Good	
L Load Truck	4 Adjust Font Size	2 Scan Bad	
P Package Lookahead	5 Time Display	3 OK	
H Prepaid Acceptance		4 Confirmation	
O How Am I Doing?		5 Question/Warning	
3 Settings		6 Notification	
		7 Error	
		8 Message	
		9 Buzzer	
		A Hazard	
ESC ENTER	ESC ENTER	ESC ENTER	
Select 3. Settings	Select 3. Sound	Select a Volume range between 10% to 100%, then press Enter	Sound setting recorded successfully!

Unknown Barcode Process Modification

Background

The change is to allow USPS to attain better stop the clock scan performance where today the delivered scan is often collected on a non-standard, non-USPS barcode. This results in a poor customer experience when the ultimate delivery scan cannot be conveyed to the sender and or recipient via the USPS tracking ID. Large-volume mailers, like CMOP, have complained about poor scanning performance surrounding this issue.

Changes on MDD

MDD devices will allow recognized barcode patterns to be accepted as valid barcodes for any scan event by validating the symbology and the length and looking for valid values in fields like the service type code and/or AI fields.

Upon scanning an unrecognized barcode matching certain barcode construct, the COD or International prompt will be limited and a direction to scan the USPS Tracking barcode will be provided instead. In addition, the barcode in question will be displayed on the screen along with the direction message.
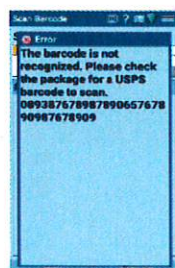
USPS will continue to support barcode patterns for international labels.
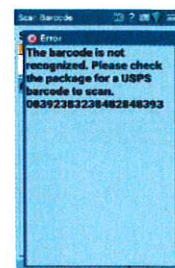
Scan Barcode	Scan Barcode	Scan Barcode	Scan Barcode
Error	Error	Error	Error
The barcode is not recognized. Please check the package for a USPS barcode to scan. 00938767898789065767890987678909	The barcode is not recognized. Please check the package for a USPS barcode to scan. 0011510000728500000P209109000445	The barcode is not recognized. Please check the package for a USPS barcode to scan. 08938767898789065767890987678909	The barcode is not recognized. Please check the package for a USPS barcode to scan. 08392382384482848393
Barcode starting with '00', 32 digits in length.	Barcode starting with '00', 32 mixed characters in length.	Barcode starting with '08', 32 digits in length.	Barcode starting with '00', 20digits in length.

Appendix K Support Intl Election Mail STCs

Background

Service Type Codes (STC) are being added to improve the visibility of election mail.

Changes on MDD

The following service type codes were added for Election mail, so delivery devices can process the below STCs:

165　　- First Class Mail USPS Tracking Election Military
740 - PMEI Inbound Election Mail with 11-DOD
741 – International Inbound Election Mail

Smooth Speed Calculation

Background

The speed currently used to determine the safety cutoff(5MPH) is reported by the hardware and it may not be accurate always as a result of environmental factors. We have received report from field that the acceleration and deceleration count in How Am I Doing metrics increased even though the scanner was stationary, the SPM requests were suppressed as speed was over limit. The MDD testing team also overserved that sometimes the corporate video kept playing when the speed was over 5MPH. All these cases proved using the speed reported by the hardware directly is not a good way to determine the speed of the scanner and shall be modified.

Changes on MDD

Smooth out speed "blips" caused by GPS bounce, such as unexpectedly high speeds in a second and above 0MPH speed when stationary.

Cutoff speed will be calculated using the two methods below and the higher of the two values will be used to determine MDD speed

　　MAH = Moving Average Hardware Speed (the average of Hardware Speed values over a specified period, currently default to 4 second)

　　MAC = Moving Average Calculated Speed (the average of Calculated Speed values over a specified period, currently default to 4 second)

Changes on MDD
How am I Doing - SED tiles:
　Fast Acceleration now uses the "min" speed method to calculate Acceleration: Min of the speed values reported by **hardware** and as **calculated** by MDD using GPS ticks.
Counted:　　[11:28:17.962|GPSC|3] Smoothed Speed: H=**14.78617**(min), C=15.03414(max), MAH=15.28948, MAC=15.53677
　　　　　　[11:28:18.975|GPSC|3] Smoothed Speed: H=**21.89964**(min), C=29.51296(max), MAH=17.28595, MAC=19.61974
Not Counted: [11:25:01.383|GPSC|3] Smoothed Speed: H=**10.55836**(min), C=12.43644(max), MAH=8.936575, MAC=10.03514
　　　　　　[11:25:02.390|GPSC|3] Smoothed Speed: H=16.84416(min), C=**21.52577**(max), MAH=10.93864, MAC=13.56682
Hard Braking : uses the "max" speed method to calculate Deceleration: Max of the speed values reported by **hardware** and as **calculated** by MDD using GPS ticks.(the ending reading is more forgiven)
Counted:　　[11:25:17.878|GPSC|3] Smoothed Speed: H=**26.7538**(max), C=26.06169(min), MAH=30.29935, MAC=29.77585
　　　　　　[11:25:18.891|GPSC|3] Smoothed Speed: H=**20.468**(max), C=19.981(min), MAH=27.29626, MAC=26.82696
Not Counted: 12:24:22.978|GPSC|3] Smoothed Speed: H=24.62871(max), C=**23.15354**(min), MAH=29.1305, MAC=29.01402
　　　　　　[12:24:23.986|GPSC|3] Smoothed Speed: H=18.92451(max), C=**16.83064**(min), MAH=26.0939, MAC=25.51861

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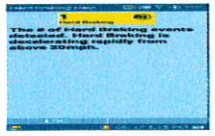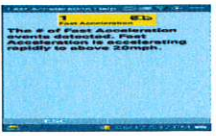
Adding Cell ID into Breadcrumbs

Background
USPS has been asked by ATT to collect Cell ID, cell strength (RSSI), latitude, and longitude and share the information with them to help improve cellular network communications.

Additionally, the battery pull timestamp field has been left blank in the 1m breadcrumbs. The MDDTR device will now record the timestamp of when a battery is pulled from the device.

Changes on MDD
Add cell tower ID and begin reporting battery pull time in 1m breadcrumbs.

CoPilot Integration Upgrade

Background
The existing version of the CoPilot Integration in MDD-TR is not compatible with Android 10+. As a result, the integration with CoPilot needs to be upgraded to a newer version to resolve compatibility issues with Android 10+. The new CoPilot version is also backwards compatible with Android 8.1.

Changes on MDD
CoPilot Assets Installer will be updated to ensure the new CoPilot files are deployed to the correct locations on the MDD-TR devices and integration of new Side-of-Street functionality to improve turn-by-turn routing.