

LABOR RELATIONS



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JAN 08 2024

January 5, 2024

Certified Mail Tracking Number:
7019 2280 0001 6260 8323

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) on January 8, 2024.

Currently, the Service Performance Measurements (SPM) are not available to clerks using the MDD-TR to open collection boxes. The enhancement will add the capability to conduct the sampling under the clerk role.

Enclosed is the final draft copy of the MDD-TR Release 7.90 talking points.

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

Sincerely,

A handwritten signature in blue ink, appearing to read "James Lloyd".

James Lloyd
Director
Contract Administration (NALC)

Enclosure

MDD TR Release 7.90

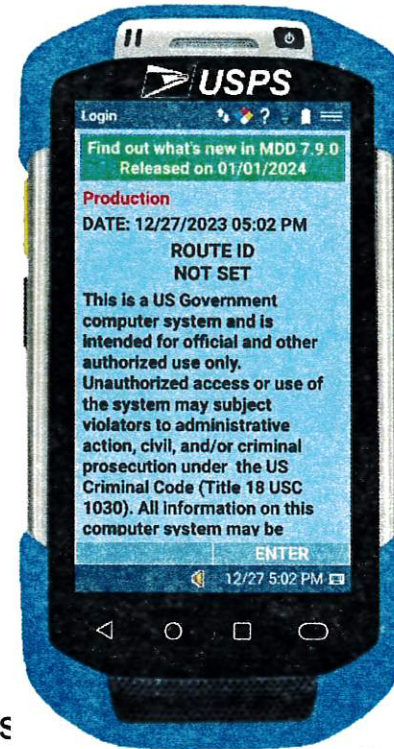
Pilot: 01/01/2024

National: 01/08/2024

- SPM for Clerks
- Barcode Length Validation

➤ Important

- Impacts eLock Offices
- SPM for Clerks using MDD-TRs to open collection boxes
- Clerk user role must be selected on MDD-TR
- **All** Clerk using an MDD-TR must be under clerk role to access sampling request



SPM for Clerks

Background

Both First-Mile and Last-Mile Service Performance Measurements (SPM) allow for the measuring of single-piece First Class Mail and last-mile service performance for Commercial Mail. Currently, the SPM sampling requests are completed by on-street Carriers on the MDD TR device. USPS management needs to extend sampling capability to Clerks for PO Box and Collection activities on the MDD TR device.

Changes on MDD

Modify the MDD TR to allow Sample Requests at Collection Box and P.O. Box to be performed by the Clerk user role.

Pilot Offices- SMP Sampling via MDD-TR for Clerk Role

FDB ID	Facility Name
1367661	HUNTINGTON BEACH
1434211	MARSHALLTON
1355473	BOSTONIA
1357039	CARLSBAD
1373204	MILLSBORO
1381360	SHARPSBURG
1388188	WOODLAND HILLS
1356383	BURLINGTON
1381929	SNEADS FERRY
1380071	RUIDOSO
1376656	PALMER
1372836	METAIRIE
1387725	WILLIAM TAFT
1376612	PALACIOS
1366634	HEBRON
1437730	CAHABA HEIGHTS
1368889	KENSINGTON
1385598	UTICA SQUARE
1372022	MARTINEZ
1381923	SMYRNA
1366994	HILLIARD
1370475	LINCOLN
1357113	CARROLL REECE
1386542	WASHINGTON
1366985	HILLCREST SAN DIEGO
1356794	CAMPBELL
1355789	BRIARCLIFF
1469996	PASCHALL
1375444	NORTH ARLINGTON
1366645	HEFNER
1364942	GLENDALE
1380145	RUSSIAN JACK
1375846	OCEAN BEACH
1440443	CASTRO VALLEY

FDB ID	Facility Name
1353132	ANOKA
1387021	WEST FARGO
1362720	ESCONDIDO
1376549	PACIFIC BEACH
1378101	PORT ORCHARD
1383712	STOWE
1364650	GEORGETOWN
1352667	ALEXANDRIA
1372670	MEMORIAL ANNEX
1355562	BOYCE
1388574	ZEBULON
1438778	OLYMPIA HEIGHTS
1382180	SOUTH HERO
1381172	SELDEN
1354435	BEECHWOOD
1355856	BRIGHTON
1383745	STRATHMOOR
1362103	EDMOND
1358140	CLAREMONT
1368694	KAPALAMA
1362477	ELMWOOD
1387183	WEST SCRANTON
1370129	LEESBURG
1353940	BALLANTYNE
1373697	MONUMENT
1367971	INTERBAY
1357427	CENTENNIAL STATION
1374900	NEW WAVERLY
1375505	NORTHEAST
1352453	AHWATUKEE
1573315	RIVER DISTRICT
1381284	SHADLE GARLAND
1370531	LINDENHURST
1364694	GERMANTOWN
1433841	PANORAMA

FDB ID	Facility Name
1365776	GROVE CITY
1366873	HICKORY HILL
1384146	SYCAMORE
1354805	BETHANY
1370744	LOCKHILL
1378944	RED FEATHER LAKES
1378756	RANCHO CUCAMONGA
1373599	MONTEREY PARK
1374476	NAVAJO
1353094	ANGWIN
1380649	SAN RAMON
1440637	PIEDMONT
1438769	NORTH MIAMI
1387535	WHITE
1368572	JOYFIELD
1356062	BROOMFIELD
1384402	TEMPLE CITY
1466070	MIDWAY
1386158	WAIKIKI
1387244	WESTBRAE
1387291	WESTFORD
1360314	DARLINGTON
1373462	MOHEGAN LAKE
1378376	PRESTON KING
1365497	GREAT BRIDGE
1365741	GRIFFIN
1375541	NORTHRIDGE
1432922	EVERGLADES BR
1355688	BRANDON
1378719	RALEIGH
1382334	SOUTHAVEN
1356889	CANTON
1436312	MIDDLETOWN
1353916	BALCONES
1372808	MESA DESERT

FDB ID	Facility Name
1496776	PALA VISTA ANNEX
1378753	RANCHO BERNARDO ANNEX
1380650	SAN ROQUE
1387810	WILLOW GLEN
1370919	LOOMIS
1380219	SACRAMENTO
1367080	HINESBURG
1434077	BISHOPS CORNER
1433897	STATEN ISLAND
1370309	LEVITTOWN
1386373	WAPPINGERS FALLS
1436533	MONROEVILLE
1382286	SOUTH
1353488	ASHLAND
1366111	HAMPTON
1355851	BRIGHT
1438770	NORTH MIAMI BEACH
1376066	OLIVE BRANCH
1366472	HATTIESBURG
1436317	OKOLONA
1436909	ANDERSON
1376354	OSBORN
1371733	MANZANO
1369376	LA HABRA
1383280	STANTON
1440831	WINNETKA
1467916	NEWBURY PARK
1353930	BALDWIN PARK
1376170	ONTARIO
1369345	LA COSTA CARLSBAD
1362169	EL CAJON
1378737	RAMONA
1359357	COSTA MESA
1356012	BROOKHURST CENTER
1380372	SAINT JOHNS

Training Wednesday
12/27/2023 for Pilot
Offices.

National training was
held on Wednesday
1/3/2024

Pilot Starts 1/1/2024

National Release
1/8/2024

Pilot Offices- SMP Sampling via MDD-TR for Clerk Role

FDB ID	Facility Name
1354266	BAYONNE
1353364	ARLINGTON
1377780	PLAZA CHARLOTTE
1375746	OAKDALE
1360950	DIXIE VILLAGE
1438774	OAKLAND PARK
1371556	MALLORY
1372689	MENDENHALL
1373084	MILFORD
1372837	JOHNSON STREET
1438957	OLD HAMMOND
1360700	DENVER HARBOR
1367693	HUNTSVILLE
1435818	LEON VALLEY
1353145	ANTARES
1376906	PASADENA
1385832	VERDUGO VIEJO
1379904	ROSEMEAD
1356042	BROOKS STREET
1382351	SOUTHEASTERN
1362991	FAIRFIELD
1439659	DOWNTOWN HONOLULU
1361817	EAST PORTLAND
1371654	MANITO
1366847	HEWLETT
1363960	FRAMINGHAM
1434261	FORT POINT
1371729	MANVILLE
1434628	WINOOSKI
1354551	BELLMORE
1379289	RIDGE
1360710	DEPEW
1361765	EAST LIBERTY
1436619	SHARPSBURG
1388159	WOODBIDGE

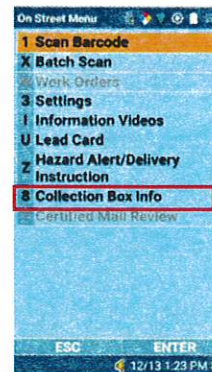
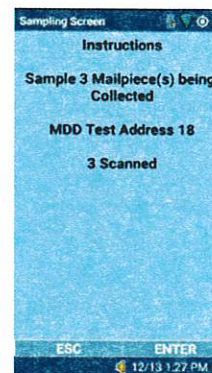
FDB ID	Facility Name
1438916	WINTER SPRINGS
1372882	MIAMI BEACH
1437188	BARTLETT
1451902	WALDO
1352580	ALBANY
1372071	MARYVALE
1450991	VAL VISTA
1356252	BUENA PARK
1384306	TARZANA
1356633	CALIENTE
1360823	DIMOND
1374958	NEWCASTLE
1363851	FORT SUTTER
1371519	MAKIKI
1363649	FORDHAM
1377028	PEABODY
1376765	PARAMUS
1433271	WEST BABYLON
1376527	OYSTER BAY
1436565	PENN HILLS
1365634	GREENTOWN
1370959	LORTON
1376846	PARKFAIRFAX
1437291	ENGLESIDE
1569477	MIDTOWN CARRIER ANNEX
1382187	SOUTH JACKSONVILLE

Training Wednesday
12/27/2023 for Pilot Offices

National Training was held on
Wednesday 1/3/2024.

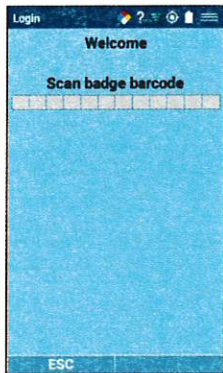
Pilot Starts 1/1/2024

National Release 1/8/2024

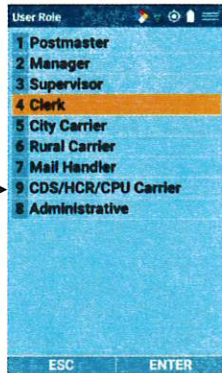


SPM for Clerks

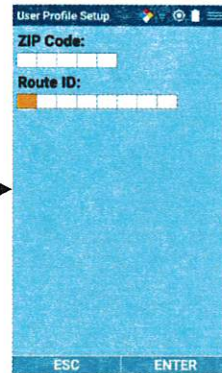
Initial Login



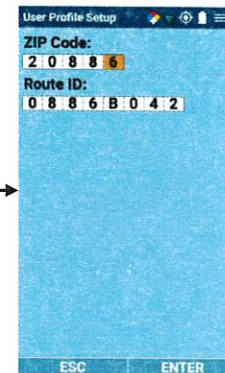
Scan badge barcode to begin log in process.



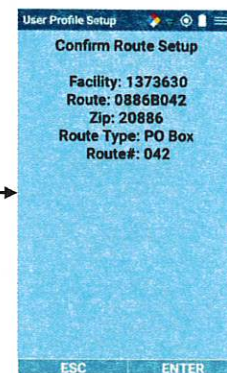
Select 4. Clerk user role.



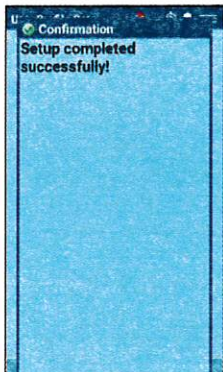
ZIP Code and Route ID must be entered.



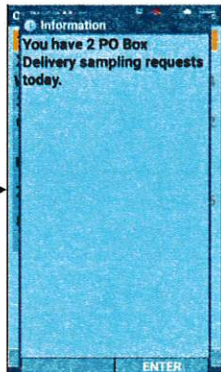
Once ZIP Code and Route ID is entered, press Enter.



Confirm Route Setup screen appears. Press Enter to complete log in.



Setup completed successfully!



Upon log in, Clerk is notified of PO box sampling.



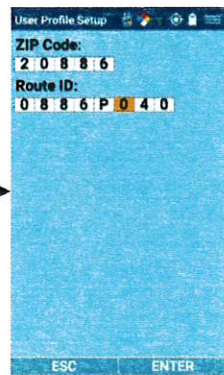
MDD TR is on the On Street Menu.

SPM for Clerks

Change Route



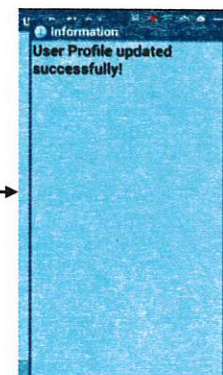
User is logged in as Clerk. From On Street Menu, select 6. Change Route.



Enter new ZIP Code and Route ID, press Enter.



Confirm Route Setup screen appears. Press Enter to complete route change.



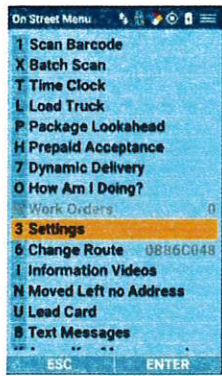
Route change completed successfully!



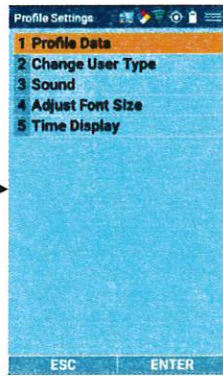
Return to On Street Menu.

SPM for Clerks

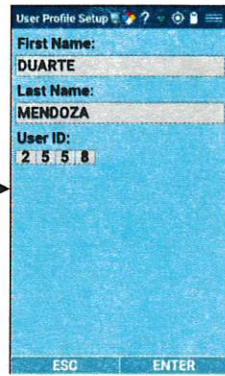
Change Profile Data via Settings



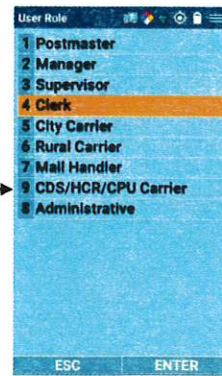
User is logged in as City Carrier and wants to change role to Clerk. Select 3. Settings



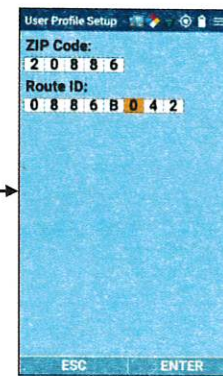
Profile settings menu opens. Select 1. Profile Data.



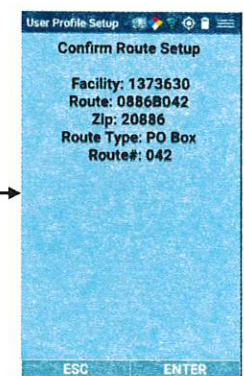
Verify profile and press Enter.



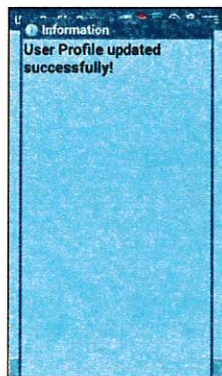
From User Role list, Select 4. Clerk



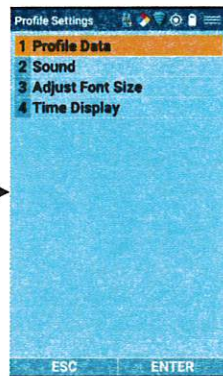
Enter new ZIP Code and Route ID, press Enter.



Press Enter to complete user role and route ID change.



Changes updated successfully!



From profile settings press ESC to return to On Street Menu



User returns to On Street Menu as clerk.

SPM for Clerks

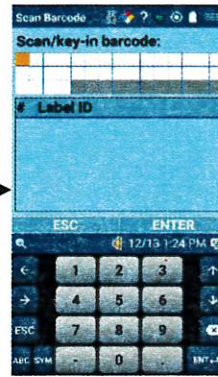
Sampling All Requested Labels at Collection Box



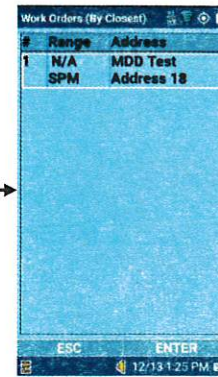
User selects Clerk Role and follows log in process to go to On Street menu.



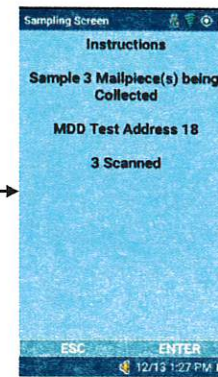
On Street menu under clerk role. User selects Scan Barcode.



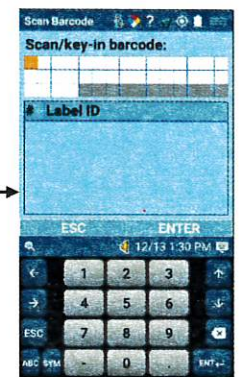
Scan CBLL label that has SPM request assigned to trigger the request.



Work Order menu screen is displayed with the request. The request can be 1) clicked, or 2) user can press Enter for sampling screen.



User is presented with sampling screen and can complete the WO by scanning required mail pieces and pressing enter to commit the completed request.

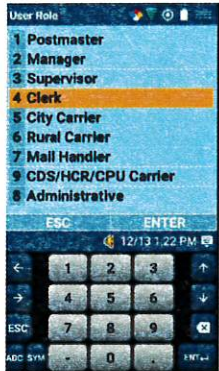


Workflow returns to previous screen where request was triggered initially.

NOTE: Upon successful completion that particular Collection Box SPM request will be removed from Work Order Menu

SPM for Clerks

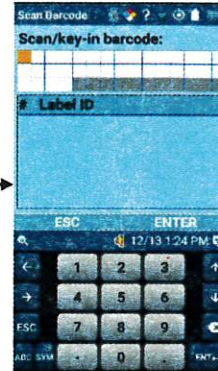
Sampling Partial Requested Labels at Collection Box



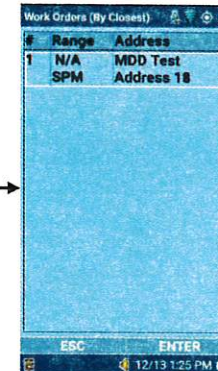
User selects Clerk Role and follows log in process to go to On street menu.



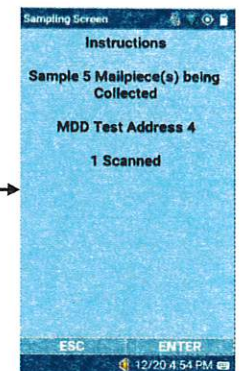
On Street menu under clerk role. User selects Scan Barcode.



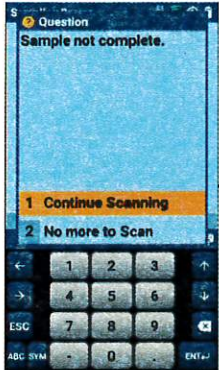
Scan CBLI label that has SPM request assigned to trigger the request.



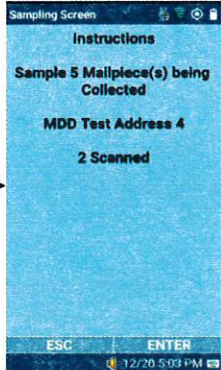
Work Order menu screen is displayed with the request. The request can be 1) clicked, or 2) user can press Enter for sampling screen



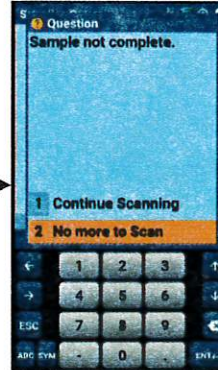
User scans partial number of labels from the sampling request and presses Enter.



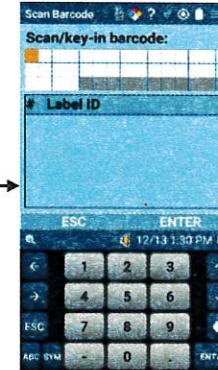
User can select option 1 to go back to sampling screen to scan more mail pieces.



User scans more packages but only a partial number of labels from the sampling request and presses Enter.



User can select option 2 and scanner will create SRD with scanned sample barcodes.

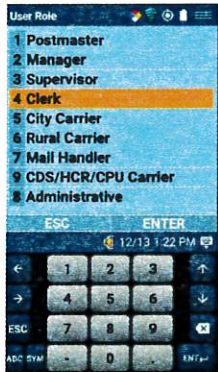


Workflow returns to previous screen where request was triggered initially.

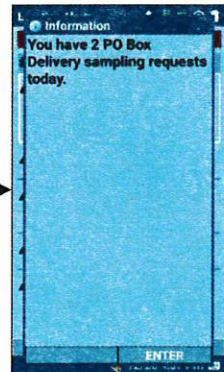
- NOTES:**
1. Upon successful completion that particular Collection Box SPM request will be removed from Work Order Menu.
 2. If user doesn't scan any mail pieces and selects no more to scan, then a "No Scan" SRD is created.

SPM for Clerks

Sampling Partial Requested Labels For PO Box



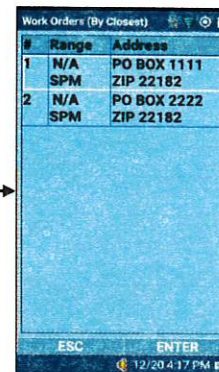
User selects Clerk Role and follows log in process to go to On street menu.



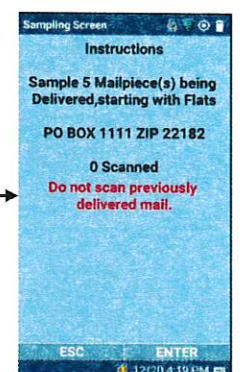
Upon log in, Clerk is notified of PO box sampling.



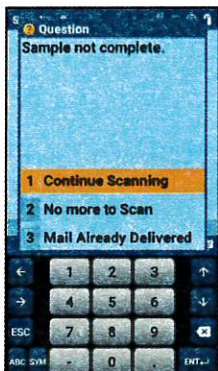
User selects the Work Order menu option to access PO BOX sample request.



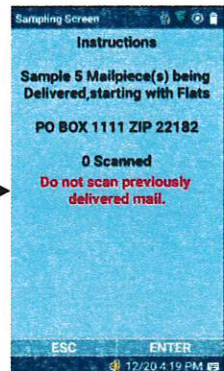
Work Order menu screen is displayed with the request. The request can be 1) clicked, or 2) user can press Enter for sampling screen.



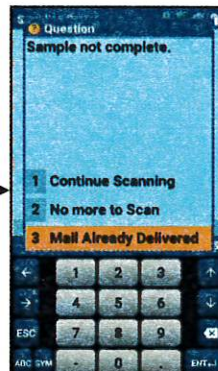
User is presented with sampling screen and can press Enter without scanning any mail pieces.



User can select option 1 to go back to sampling screen.



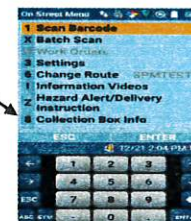
User is presented with sampling screen and can press Enter without scanning any mail pieces.



User can select option 3 and a "PASSED ADDRESS" SRD will be created/ and this particular Word order is considered Complete



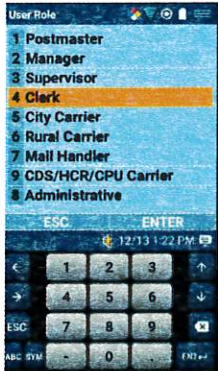
If Some other Work order(s) are still need to be completed, then the scanner returns to the Work Order menu screen.



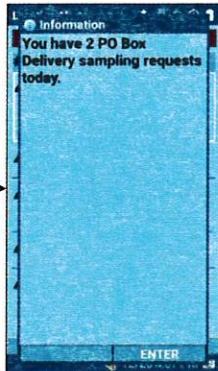
If no more Work orders to be completed, then the scanner shall return to the On Street menu screen.

SPM for Clerks

Sampling Partial Requested Labels For PO Box



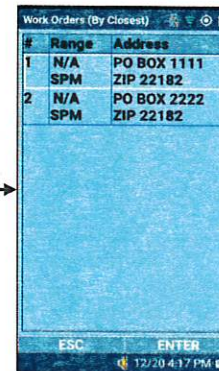
User selects Clerk Role and follows log in process to go to On street menu.



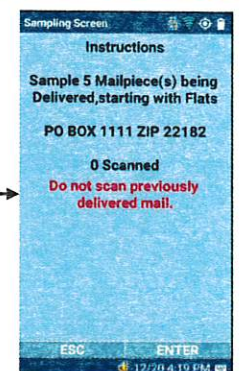
Upon log in, Clerk is notified of PO box sampling.



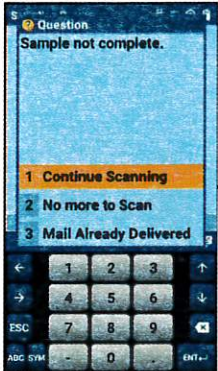
User selects the Work Order menu option to access PO BOX sample request.



Work Order menu screen is displayed with the request. The request can be 1) clicked, or 2) user can press Enter for sampling screen.



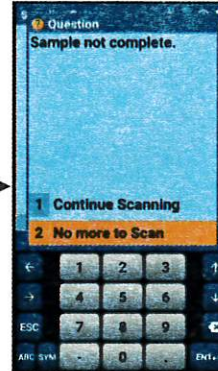
User is presented with sampling screen and can press Enter without scanning any mail pieces.



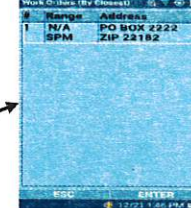
User can select option 1 to go back to sampling screen.



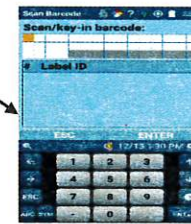
User is presented with sampling screen and can press Enter after scanning partial number of labels from request.



If user scans partial number of labels on sampling screen > Enter > selects option 2 and scanner will create SRD with scanned sample barcodes.



If Some other Work order(s) are still need to be completed, then the scanner returns to the Work Order menu screen.



If no more Work orders to be completed, then the scanner shall return to the Scan barcode screen.

Note: If user doesn't scan any mail pieces and selects no more to scan, then a "No Scan" SRD is created.

SPM for Clerks

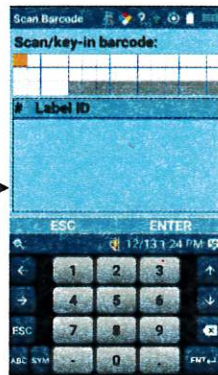
Postponed SPM Requests SPM Reminder (Only for Collection Box)



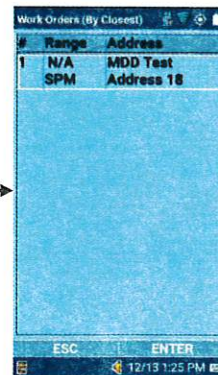
User selects Clerk Role and follows log in process to go to On street menu.



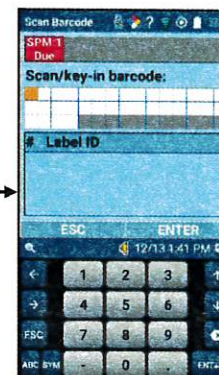
On Street menu is displayed under Clerk Role.



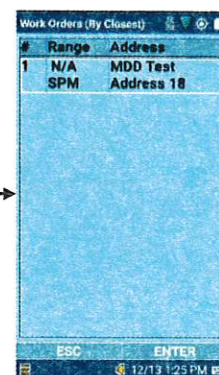
User scans the CBLL label that has SPM request assigned to trigger it.



Work Order menu screen is presented with the request. User presses Esc to postpone the request for later time.



Scan barcode screen is displayed with a status bar at top with red box with SPM due message and number of pending requests.

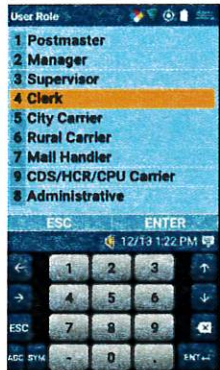


Upon clicking the red box, WO menu screen is presented with the request again. User can complete the workflow. (Refer to slide #6)

NOTE: If carrier never completes that Collection Box request, then at closeout an "IGNORED" SRD record is created.

SPM for Clerks

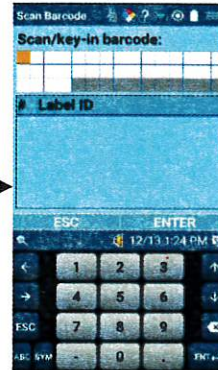
Postponed SPM Requests SPM Reminder (Only for Collection Box)



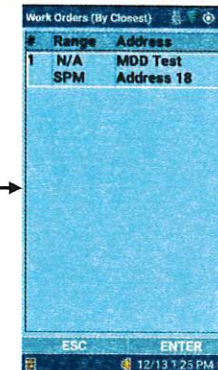
User selects Clerk Role and follows log in process to go to On street menu.



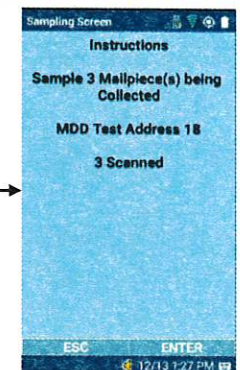
On Street menu is displayed under Clerk Role.



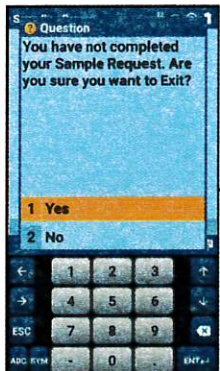
User scans the CBLL label that has SPM request assigned to trigger it.



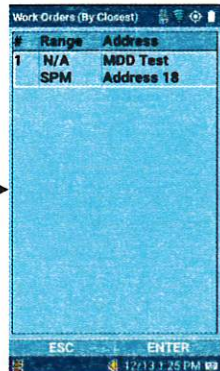
Work Order menu screen is presented with the request. User presses Enter to go to sampling screen.



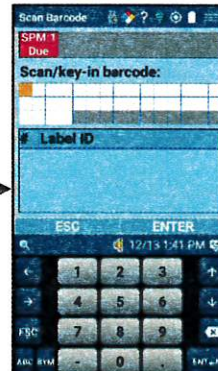
User is presented with sampling screen but before completing or committing the request, presses Esc to postpone the request.



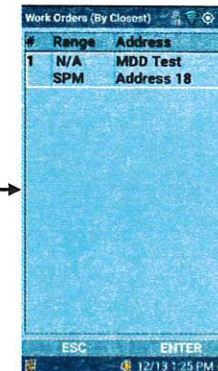
User is presented with pop up message. Select Yes to Exit. No to go back to previous screen.



Upon clicking the red box, WO menu screen is presented with the request again. User can press Esc to go back to scan barcode screen.



Scan barcode screen is displayed with a status bar at top with red box with SPM due message and number of pending requests.

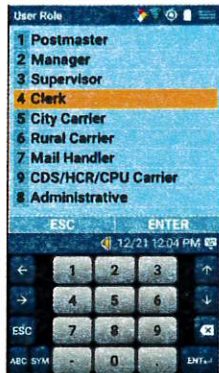


Upon clicking the red box, WVO menu screen is presented with the request again. User can complete the workflow as shown above. (Refer to slide #6)

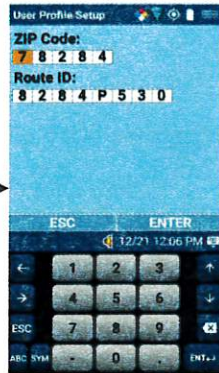
NOTE: If carrier never completes that Collection Box request, then at closeout an "IGNORED" SRD record is created.

SPM for Clerks

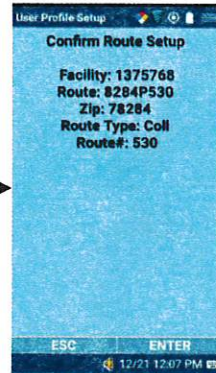
CPMS Geo Audit and SPM Request (Only for Collection Box)



User selects Clerk Role and follows log in process3



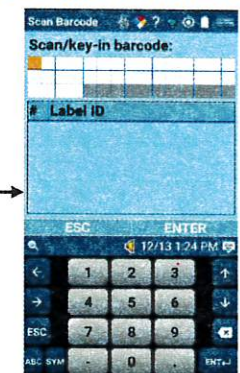
User enters a matching route for CPMS Geo Audit request assigned to CBLL label.



Login information can be confirmed.



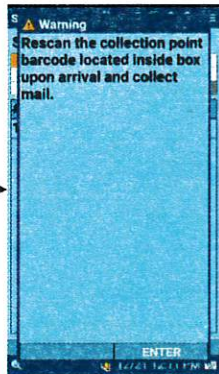
On Street menu is displayed under Clerk Role.



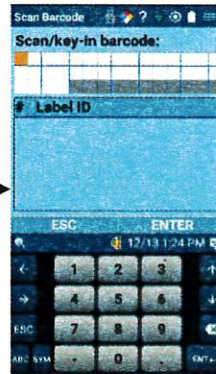
User scans the CBLL label that has CPMS Geo and SPM request assigned to trigger it.



User is presented with pop up message to confirm location mismatch. Select No for next screen.



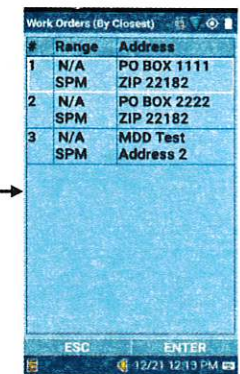
User is requested to rescan the barcode located inside the box. Pressing Enter discards the scanned label. User returns to scan barcode screen.



User scans the CBLL label that has CPMS Geo and SPM request assigned to trigger it.



User is presented with pop up message to confirm location mismatch. Select Yes for SPM request to trigger.



User is presented with Work Order Menu and normal SPM workflow follows.

Barcode Length Validation

Background

We received multiple reports that MDD TRs are accepting erroneous entries as Service Type 63 International labels during the peak season. Invalid label examples include single digit numeric entry of "2", "5", "8", and entries less than 9-digits in length, "93633399." To prevent invalid barcode being accepted by the scanner, the MDD TR software shall be updated to validate the length of the labels when scanned or keyed in.

Changes on MDD

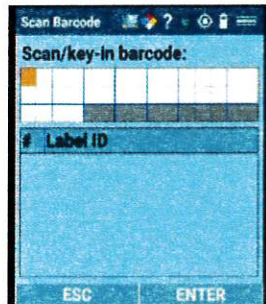
Modify the MDD TR software to validate the barcode length in the process. The minimum length shall be varied based on the symbology used.

Symbology	<i>Minimum length accepted</i>
Keyed in	9
Code39	9
Code128 / USS-128	8
PostNet	6
EAN128	15
I2OF5	20
4STATE / Intelligent Mail	20

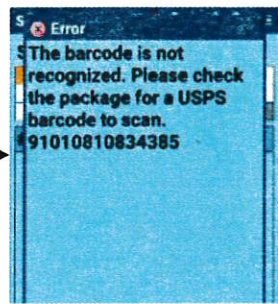
Barcode Length Validation

Barcode Less than the Minimum Length

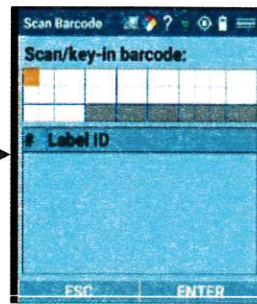
When labels with less than the minimum length is scanned or keyed in, the scanner prompts message, "The barcode is not recognized. Please check the package for a USPS barcode to scan. {barcode number}" The message will repeat until an accepted barcode is entered.



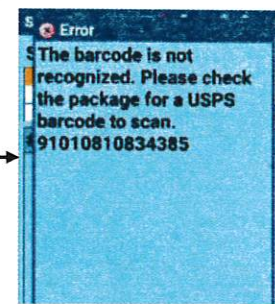
User scans a barcode less than 15 digits and device goes to the next screen.



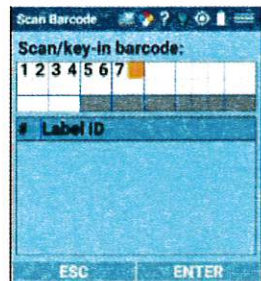
Error message will pop up asking carrier to find valid USPS barcode and display entered barcode ID.



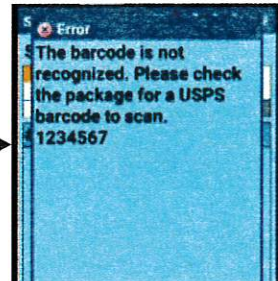
Device returns to empty grid automatically.



User scans the same barcode again. Error message will display again and not allow carrier to proceed.



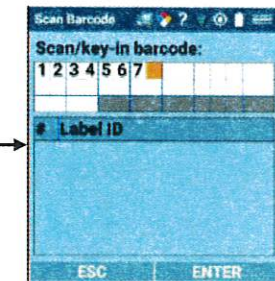
User Key-in a barcode (less than 8 digits) label ID shows on a grid.



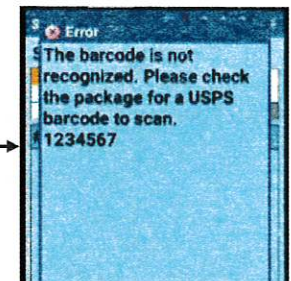
Error message will pop up asking carrier to find valid USPS barcode and display entered barcode ID.



Device returns to empty grid automatically.



User Key-in the same barcode again and label ID shows on a grid



User scans the same barcode again. Error message will display again and not allow carrier to proceed.

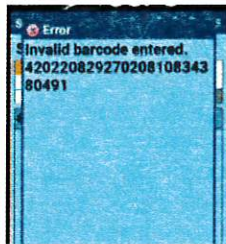
Barcode Length Validation

Barcode with Bad Check Digit or Symbology

When labels with invalid or missing check digit is scanned or keyed in, the scanner prompts "Invalid barcode entered."



User scans a label with bad check digit mode



Next screen automatically shows with Error message that this barcode is invalid



Device brings the user to Scan Barcode screen with a barcode in a grid. Press Enter.

"Label is not valid" selected

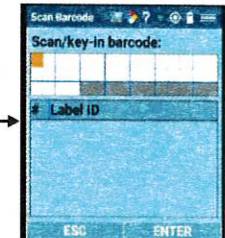


Question with entered label ID displayed to confirm if barcode is valid or not (default highlighted), Press Enter.

"Label is valid" selected



Device goes back to timed Error message screen.



Then Scan Barcode screen with empty grid follows.

When labels contains invalid characters; or with an unacceptable symbology (such as PDF or QR code), the scanner prompts "Invalid barcode entered."



User scans/key-in a bad label

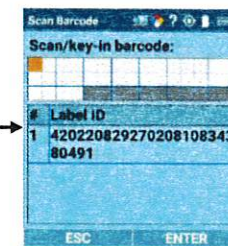


Label with special characters entered

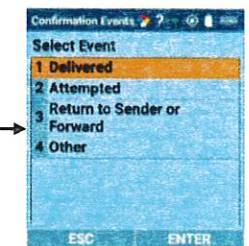
"Invalid barcode entered" will show repeatedly



QR code scanned



Device goes back to Scan Barcode screen with barcode displayed.



Carrier can proceed to complete transaction with any Confirmation event.