

RECEIVED

AUG 18 2023

LABOR RELATIONS



August 15, 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 7.78 includes a certified mail in DPS notification and enhancements to the 24-hour arrow key management process (currently being piloted in Texas 2).

The testing of the Certified Mail Pilot will begin in Atlantic Beach, FL, Baymeadows DDC, FL, Murray Hill, FL, and North Jacksonville Station, FL starting Monday, August 14.

Enclosed is the final draft copy of the MDD-TR Release 7.78 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 Service Talk

MDD TR Release 7.78

Pilot: 8/14/2023

- Add Certifies in DPS to MDD TR
- Improve Arrow Key Accountability



Certified Mail

Background

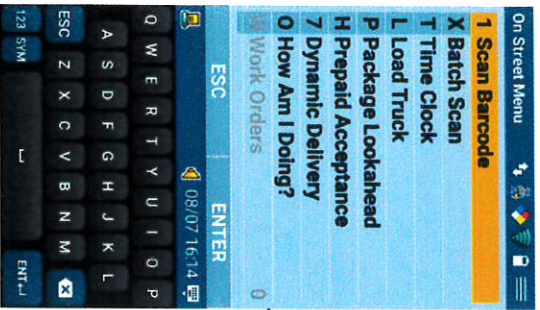
Certified mail is being delivered without getting a signature or a delivery scan. This is resulting in excessive refunds occurring for failure to provide the requested service.

Changes on MDD

Add certifies in DPS to our MDD-TR for carrier awareness/alerts. The source would be the carrier manifest from MHTS.

- Add a Certified Mail (CM) reminder on Scan barcode. Clicking on the Certified Mail reminder will bring the Certified Mail Lookahead page, with certified mail labels and addresses listed.
- Carriers would get notification as they approach a certified mail delivery point. An alert would remind the carrier to get a signature on the 3811 form if attached.
- A CM Remaining tile will be added onto the How Am I Doing metrics. When selecting the tile, the scanner will provide the details of the certifies that have not been delivered.
- Option of Certified Mail Review is added to the On Street menu to allow carrier to offer feedback for failed or extra certified mail deliveries. Carriers will also be reminded to review the certified mail upon registering the End Tour.

Certified Mail Geo Alert



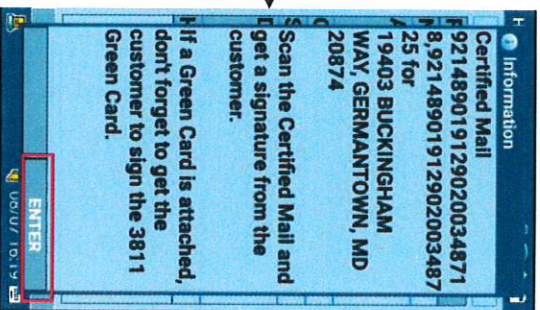
Follow normal login process and land on On Street Menu



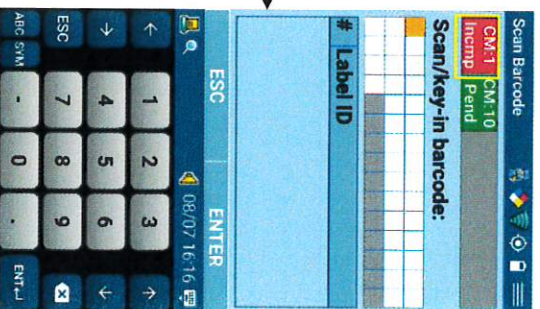
New menu option Hotkey 'Y', "Certified Mail Review" added to the menu at the bottom



Scan Barcode screen will now show a "CM:Pend" reminder tile if there is certified mail to be delivered for the login route



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



A new tile "CM:Incomp" will become visible once the geofence has triggered, but the item has not been scanned yet.

Note:

Incomplete (Red): These are Certified Mail items where the geofence has triggered, but the item has not been scanned yet.

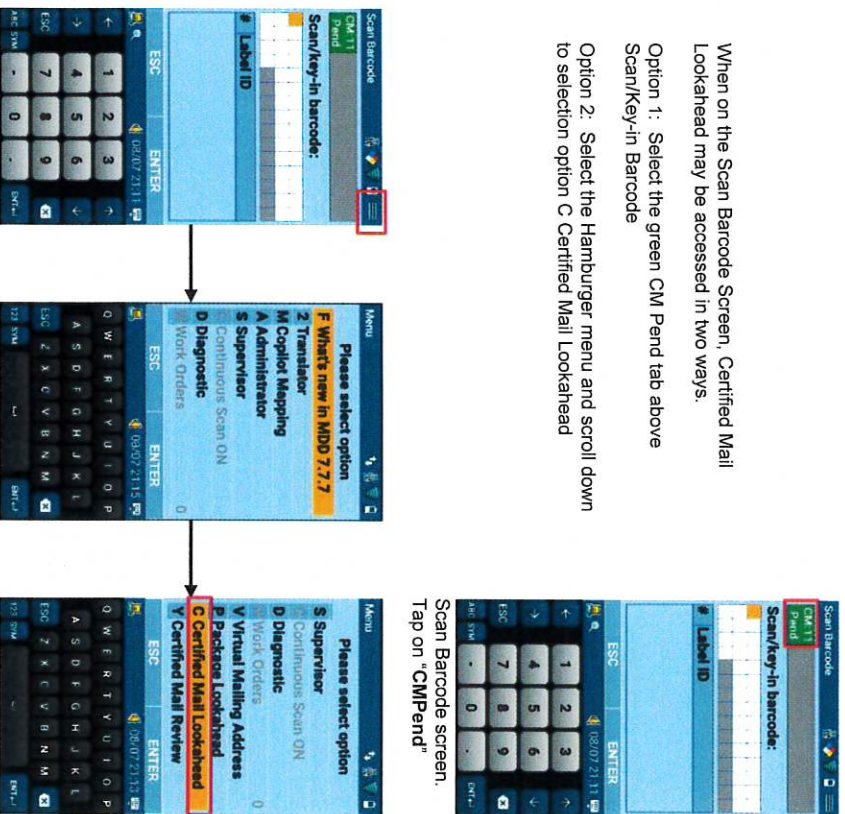
Pending (Green): These are Certified Mail items that have not been approached yet on the route. Certified Mail reminders are not available to Rural Carriers

Certified Mail- Certified Lookahead

When on the Scan Barcode Screen, Certified Mail Lookahead may be accessed in two ways.

Option 1: Select the green CM Pend tab above Scan/Key-in Barcode

Option 2: Select the Hamburger menu and scroll down to selection option C Certified Mail Lookahead

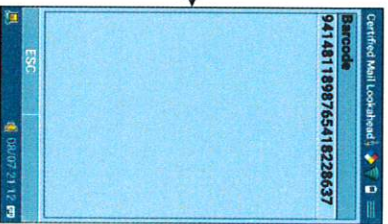


Scan Barcode screen. Tap on "CMPend"

Certified Mail Lookahead

#	Address
0/1	19829 EXECUTIVE PARK CIR BUCKINGHAM WAY
0/2	19403 BUCKINGHAM WAY
0/1	13518 WATERFORD HILLS BLVD
0/1	13524 WATERFORD HILLS BLVD
0/1	13503 STATION ST
0/1	13601 DOVER CLIFFS PL
0/1	13611 DOVER CLIFFS PL
0/1	13579 STATION ST
0/1	13595 STATION ST
0/1	19617 GALWAY BAY CIR APT 104

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

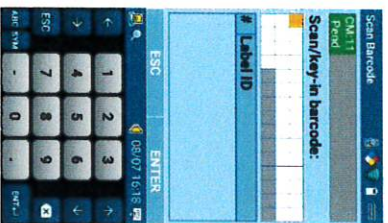


Carrier may tap on an address and view the label ID associated with it. Press ESC once to return to CM Lookahead screen, press ESC twice to return to scan barcode screen

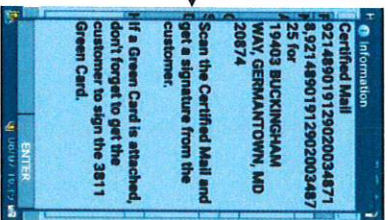
User can also tap on the hamburger menu (top right) to access hotkey C: Certified Mail Lookahead. As shown in the next 3 screenshots



Certified Mail- Certified Mail Look Ahead



Scan Barcode screen will now show a "CMPend" reminder tile if there is certified mail to be delivered for the login route



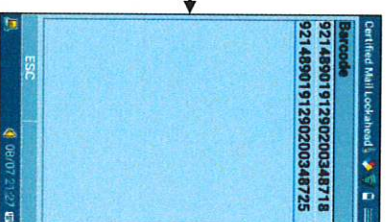
Geofence alerts for Certified Mail items will be triggered upon approach to the mailbox, with the buffer defined by the AMS record for the address. User can dismiss the pop up by pressing ENTER



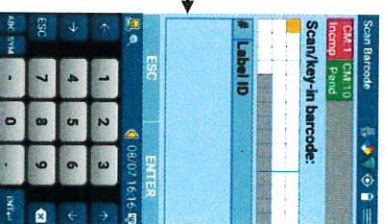
A new tile "CMIncmp" will become visible once the geofence has triggered, but the item has not been scanned yet.



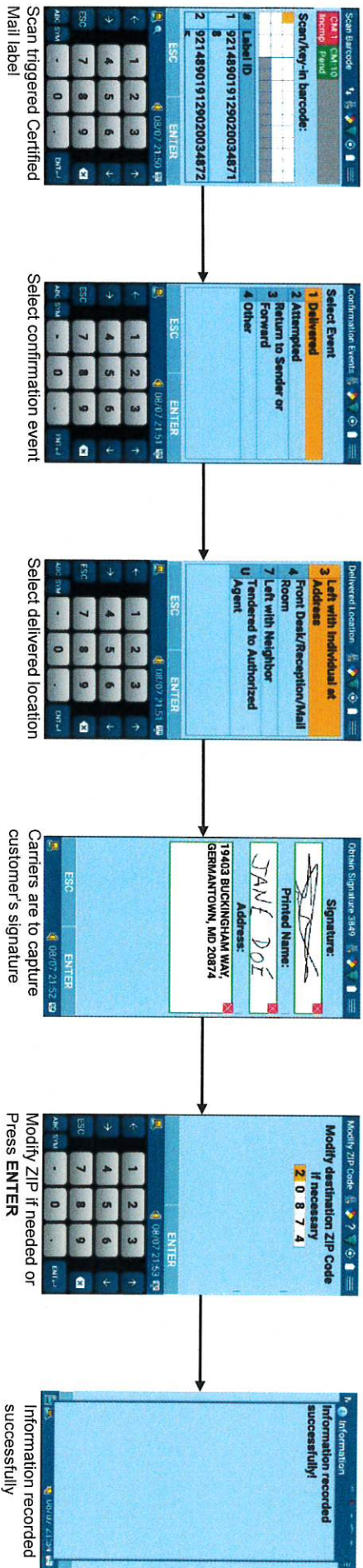
Tapping on the CMIncmp tile will bring user to the look ahead screen. The stop which was triggered will be highlighted in red



Press ESC once to return to Certified Mail Lookahead screen, press ESC twice to return to scan barcode screen



Certified Mail- Certified Mail Look Ahead



Scan triggered Certified Mail label

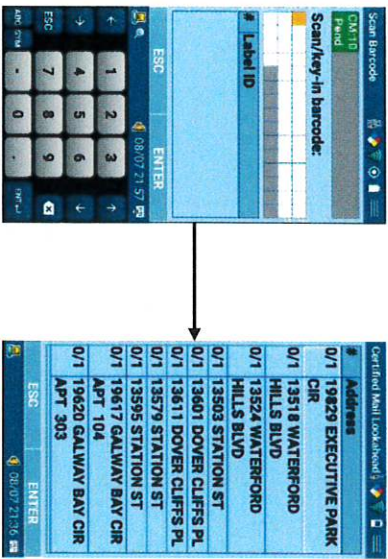
Select confirmation event

Select delivered location

Carriers are to capture customer's signature

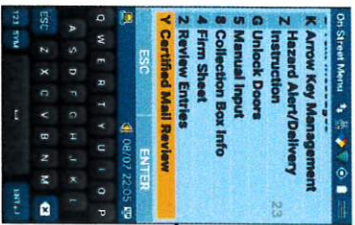
Modify ZIP if needed or Press ENTER

Information recorded successfully

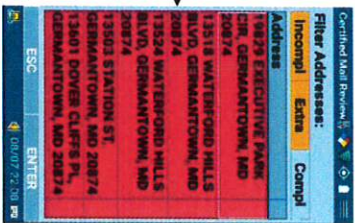


User returns to scan barcode screen. **CM Incmp** tile is no longer present. Delivered stop is removed from Certified Lookahead list

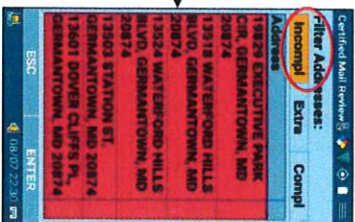
Certified Mail Review - Incomplete Certifies



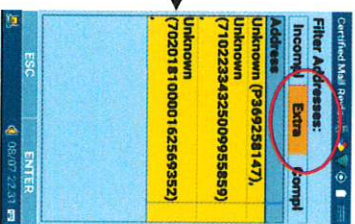
Select Hokey Y.
Certified Mail Review



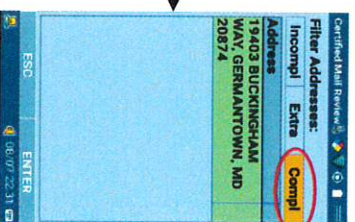
List of addresses not yet delivered is shown in red



User can narrow down the list by tapping on one of the 3 filters



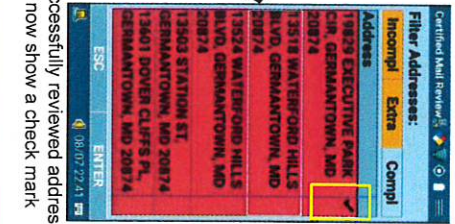
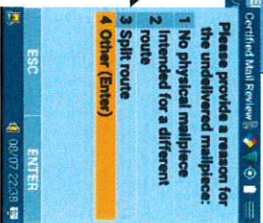
Extra certified mail delivered will show in yellow (not part of manifest)



Completed tab will show completed stops in green



User can select any one of the four options. When option 4 – Other is selected, User can manually enter detailed comments.



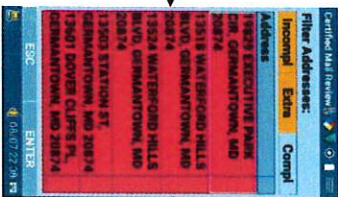
Successfully reviewed address will now show a check mark

Note:
Incompl: Incomplete deliveries;
Extra: Extra certified mail delivered, not part of the manifest;
Compl: Completed deliveries

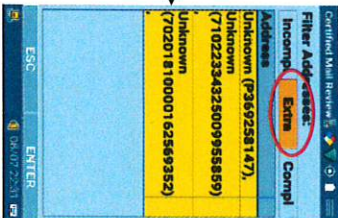
Certified Mail Review - Extra Certifies



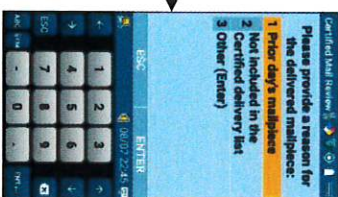
Select Hotkey Y.
Certified Mail Review



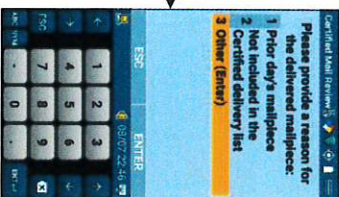
Certified Mail Review list shown



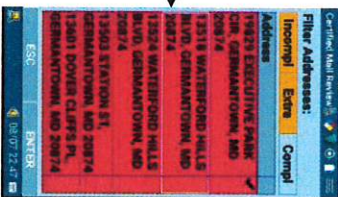
Extra certified mail delivered shown in yellow. Tap on a label ID to provide reason



Select a reason from the list or use option 3 Other to type a detailed response



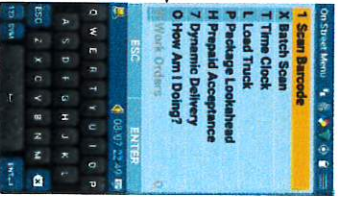
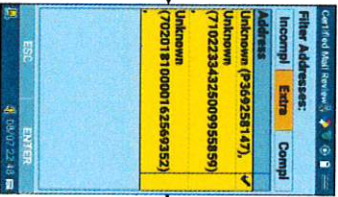
Type detailed response and press ENTER



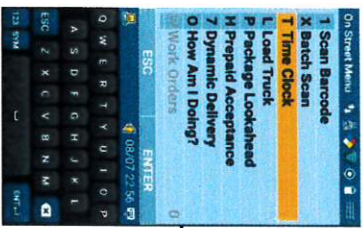
Scanner returns to review list



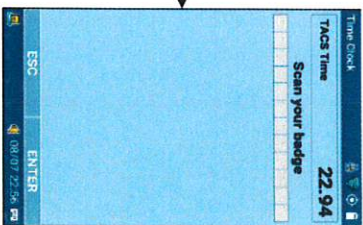
Scroll down to see check mark or use the "Extra filter" to confirm successful review. Press ESC to return to the On Street Menu



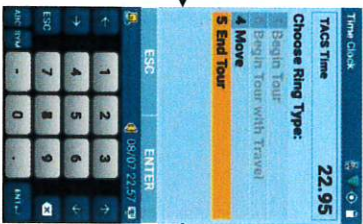
Certified Mail Review- End Tour



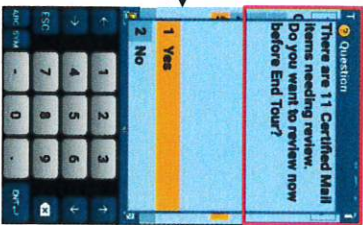
Select Time Clock



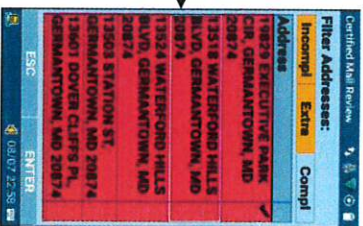
Scan employee badge



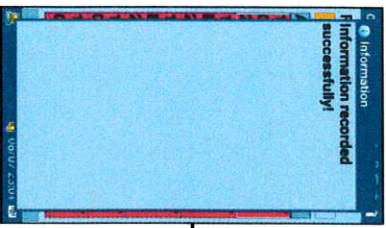
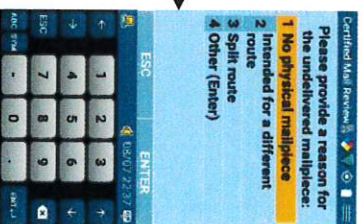
Select option 5: End Tour



New prompt asking user to review. Press YES to review or NO to continue with End Tour



List of addresses requiring review is shown. User can tap on each address and provide a reason.



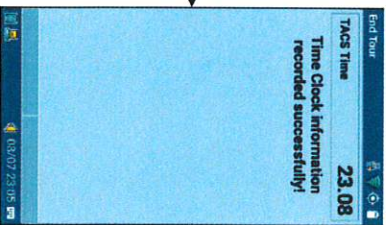
Pop up shown once all addresses are reviewed.



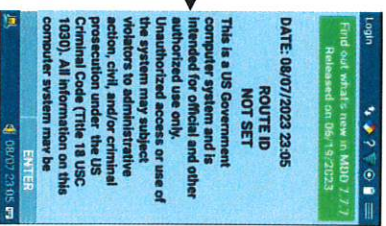
Scanner returns to the review list screen. Press ESC



Prompt asking user to confirm End Tour. Press YES

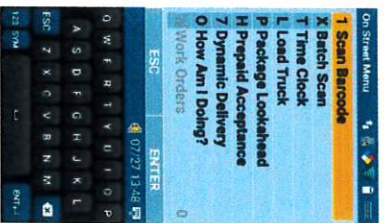


Success!



User is logged out

Certified Mail Review- How Am I Doing



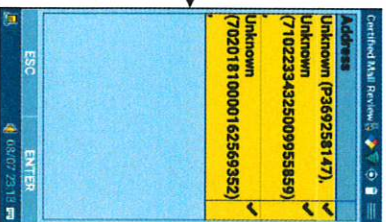
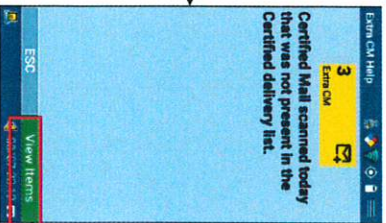
On Street Menu



Select option O.
How Am I Doing?



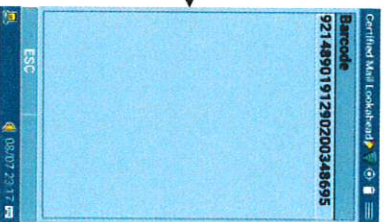
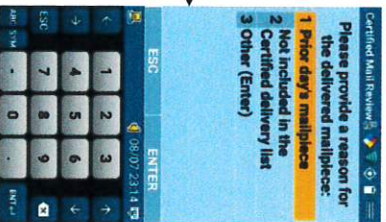
Scorecard shown.
Tap on Extra CM tile



Two new tiles are added to the scorecard. CM Remaining and Extra CM



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



What the Different Colors Signify

CM Remaining

- Green:** All certifies for the login route have been scanned/processed
- Yellow:** At least one certified left without scan
- Red:** Nothing has been done
- Blue:** N/A. No certify manifest file

Extra CM

- Green:** No extra certified mail is processed
- Yellow:** At least one extra certified mail piece is processed

Certified Mail Review- RIMS

Carrier response is uploaded to RIMS at the end of the day via LAN. If LAN is not available at the time, data is sent OTA after midnight.

- Home
- Reports
- Regmail
- Messaging
- Config
- Tracking
- Special
- Accountable
- Communications
- Manifests
- Engineering

Certified Mail Failure Report

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

SYSTEM ID: ROUTE ID: EMPLOYEE ID: LABEL ID: REASON:

Search START DATE: STOP DATE: SORT: descending

Results: Viewing items 1-20 of 20.

SYSTEM ID	REPORT DATE	ROUTE ID	EMPLOYEE ID	LABEL ID	EVENT DATETIME	REASON
SYS33492	2023-08-07 00:00:00	0874C004	00000000960	4208001489989202890128683822448999	07-AUG-23 11:15:46 PM	Prior day's mailpiece
SYS33492	2023-08-07 00:00:00	0874C004	00000000960	9214890191290200348718	07-AUG-23 10:53:02 PM	Prior day's mailpiece
SYS33492	2023-08-07 00:00:00	0874C004	00000000960	9214890191290200348725	07-AUG-23 11:15:01 PM	Not included in the Certified delivery list
SYS33492	2023-08-07 00:00:00	0874C015	00000000960	70201810000162569352	07-AUG-23 10:59:11 PM	Prior day's mailpiece
SYS33492	2023-08-07 00:00:00	0874C015	00000000960	71022334325009955859	07-AUG-23 10:59:08 PM	Not included in the Certified delivery list
SYS33492	2023-08-07 00:00:00	0874C015	00000000960	71022334325009955859	07-AUG-23 11:14:34 PM	Not included in the Certified delivery list
SYS33492	2023-08-07 00:00:00	0874C015	00000000960	9214890191290200348995	07-AUG-23 10:58:47 PM	Split route
SYS33492	2023-08-07 00:00:00	0874C015	00000000960	9214890191290200348701	07-AUG-23 10:58:43 PM	Intended for a different route
SYS33492	2023-08-07 00:00:00	0874C015	00000000960	9214890191290200348732	07-AUG-23 10:58:54 PM	Split route
SYS33492	2023-08-07 00:00:00	0874C015	00000000960	9214890191290200348749	07-AUG-23 10:58:52 PM	Intended for a different route
SYS33492	2023-08-07 00:00:00	0874C015	00000000960	9214890191290200348749	07-AUG-23 10:59:46 PM	Split route
SYS33492	2023-08-07 00:00:00	0874C015	00000000960	9214890191290200348756	07-AUG-23 10:58:56 PM	Split route



Improve Arrow Key Accountability

Background

The Arrow Key check out process is being updated to improve daily key tracking and accountability.

Changes on MDD

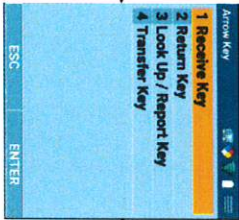
The Arrow Key Management enhancement will:

- Provide an alert when a key barcode has previously been scanned to prevent duplicate scans when Arrow keys are "checked out."
- Add an alert pop-up message, "Validate barcode to Arrow key serial number."
- Update the Arrow Key Accountable Records report to reflect when a carrier checks-in a key "without clerk-supervisor."

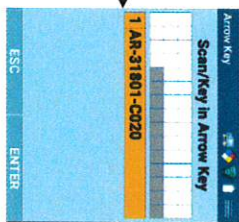
Arrow Key Management- Receive Key



Log into MDD TR.
From on street menu,
select K. Arrow Key
Management



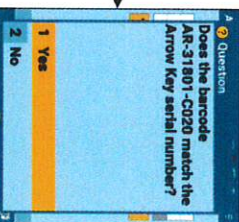
Arrow Key menu
appears. Select 1.
Receive Key



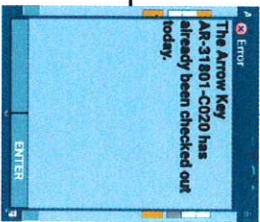
User selects the
Arrow Key barcode
listed.



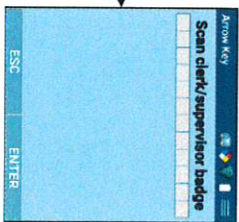
If no arrow key
inventory was
downloaded, the list of
Arrow Key barcodes
will not display.



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



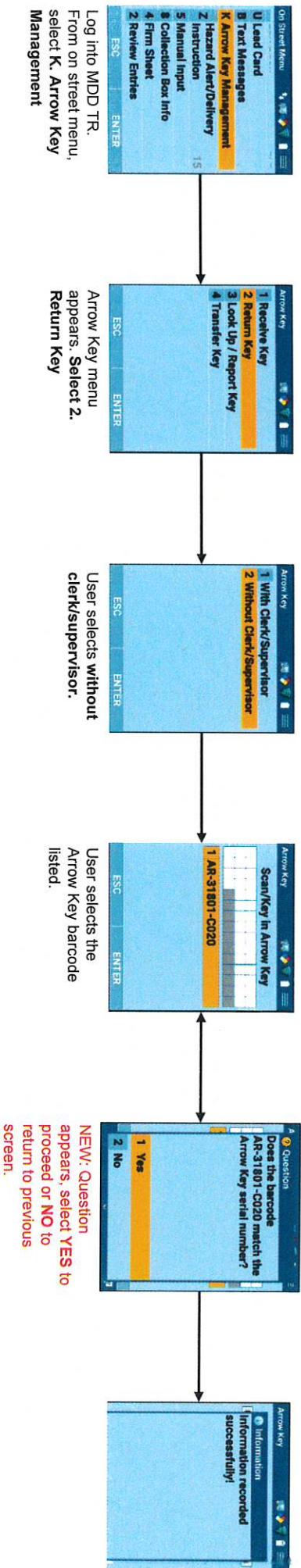
NEW: Error appears if
user attempts to check
out arrow key that is
already checked out.
Press **ENTER** to return
to previous screen.



Scan clerk/supervisor
badge.



Arrow Key Management- Return Key Without Clerk/Supervisor



RIMS – Special > Arrow Key Accountable Records
 When a carrier checks-in a key "Without Clerk/Supervisor", it needs to be displayed on Arrow Key Accountable Records report and Inventory Log.

Arrow Key Accountable Records

Key Barcode Employee ID Employee Name Route ID Start Date Stop Date

Search Clear

Results: Viewing items 1-2 of 2

Key Barcode	EVENT DATETIME	Key Status	From Employee ID	From Employee Name	To Employee ID	To Employee Name	Comment	Facility ID	Route ID	Device ID	Creation Datetime
AR-31801-C020	18-Jul-23 09:21:48 AM	IN	00000002558	JOSE MENDOZA	00000002558	WITHOUT CLERK/SUPERVISOR		1356016	0017C020	D013A03512	18-Jul-23 08:21:56 AM
AR-31801-C020	18-Jul-23 08:57:07 AM	OUT	00000002345	JOSE MENDOZA	00000002558	JOSE MENDOZA		1356016	0017C020	D013A03512	18-Jul-23 07:57:17 AM

Results: Viewing items 1-2 of 2