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POSTAL SERVICE

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February 15, 2022

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

Dear Mr. Butts:

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 7.50 includes the following:

- MDD On Street Menu Update
- Corporate Videos/Messages with Images Embedded
- How Am I Doing Metrics Enhancement
- RRS Menu Update
- Time Keeping Enhancement
- MLNA Address Validation
- Lead Card Enhancement - Phone Number
- Update Batch Scanning
- Tracking Lead Card Completion Time (No Impact to Carrier)
- Tracking MLNA Completion Time (No Impact to Carrier)
- New Pop Up Question Screen

National implementation for the MDD-TR upgrades is scheduled to begin on February 21.

We have enclosed the final draft copy of the MDD-TR Release 7.50 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 7.50

- <u>National Deployment – February 21, 2022</u>

<u>New features for MDD TR introduced include:</u>
- MDD On Street Menu Update
- Corporate Videos/Messages with Images Embedded
- How Am I Doing Metrics Enhancement
- RRS Menu Update
- Time Keeping Enhancement
- MLNA Address Validation
- Lead Card Enhancement - Phone Number
- Update Batch Scanning
- Tracking Lead Card Completion Time (No Impact to Carrier)
- Tracking MLNA Completion Time (No Impact to Carrier)
- New Pop Up Question Screen

New Enhancement - MDD On Street Menu Update (City Carrier Impact Only)

Background

After new features are introduced into the MDD Application, they tended to be added at the end of the On-Street menu. Some critical and frequently used features shall be brought up to the front of the menu list that way carriers don't need to scroll down to locate the options.

Changes on MDD

The MDDTR On Street menu will be updated to move critical and frequently used features to the top of t the menu list.
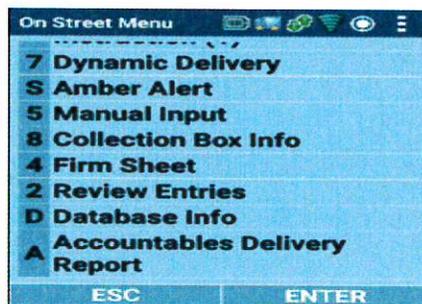
New Feature- Corporate Videos/Message
with Embedded Images Special Corporate Videos/Messages General Rules (City Carrier Impact Only)

If both special Corporate video(s) and special Corporate message(s) are available, the scanner will auto play the video(s) first, then display the special Corporate message(s). If more than one video or message exists, the videos/messages will play consecutively until all videos/messages have been displayed.

If a regular Corporate message is sent to a device, it will display after the special Corporate video and special Corporate message are viewed.

The special Corporate video or special Corporate message will show once per day per employee ID until the expiration date. A daily review of the messages and videos will be performed by the device at first login. All expired videos and messages will be deleted from the device. If a special video/message is only valid for one day, the message will not be displayed the following day. If the starting date is set for the future, the video/message will not be played/displayed.

Special Corporate Videos/messages can be directed to a specific User Role or Route Type. If intended for special groups, only the targeted group(s) will see these special Corporate videos/messages.

For safety reasons, viewing of the video will be interrupted or not allowed while driving at speeds of 5mph or over. The video will be available for viewing through Information Videos feature if desired. Unexpired Videos are available for viewing and may be accessed through the On-Street Menu by selecting Hotkey I – Information Videos.

The video has closed captioning subtitles available for the hearing impaired.

After login finished special Corporate message displays. Press ENTER to continue.

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New Enhancement How Am I Doing Metrics Enhancement (City Carrier Impact Only)

Background
After the deployment of new feature "How Am I Doing" metrics in R7.45, we received feedbacks from the field users and MDD stakeholders. This document is intended to address those requests.

Changes on MDD
The SPM metrics shall be limited to display the data from previous day to avoid any bias in package deliveries.

MDD TR shall maintain the SPM metrics data, i.e, the # of SPM requests completed and the total # of SPM request for the login route from the previous day.

MDD TR shall display the SPM metrics per requirement below:
Metric title: SPM Yesterday:
Green: All SPM Request completed
Yellow: At least one SPM request not completed
Blue: N/A. No SPM request for the login route
Red: Nothing has been done

MDD shall allow a link to package lookahead when reviewing the Package remaining metrics.
The link to the package lookahead screen shall only display the packages not delivered.

MDD shall allow a link to package lookahead when reviewing the Carrier Pickups metrics.
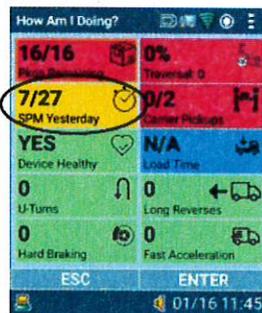The link to the package lookahead screen shall only display the packages not picked up.
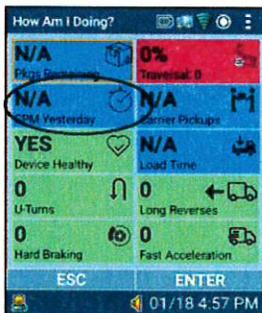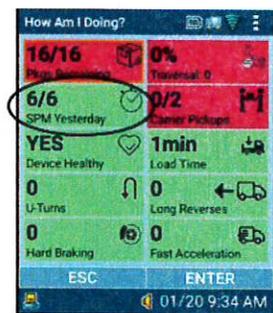

Carriers will notice a new tile called **SPM Yesterday**

Tile will show SPM data from the previous day to eliminate bias

Numerator will reflect the # of SPM requests completed and the denominator will the show the total # of SPM requests for the login route

SPM Yesterday tile will be green if all SPMs were recorded successfully from previous day

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New RRS Menu Update (Rural Carrier Impact Only)

Background

With the implementation of Rural Activity Scans, the Rural Study Carrier user role is being retired. The Rural Activity Scans menu options have been updated.

Changes on MDD

The Rural Study Carrier role is being retired. The Rural Route Study is renamed to Rural Activity Scans and the Rural Study Carrier user role is removed from the device. When a Carrier logs into the device as a 6 – Rural Carrier, Option R – Rural Activity Scans will be available on the On Street Menu.

When Carriers log in with other user roles (1 – Postmaster to 9 – CDS/HCR Carrier), Option R – Rural Activity Scans will not be available.

The CARRIERPU scan has been added to the end of the Rural Activity Scans list with Hotkey "O". Selecting CARRIERPU option will prompt to type number of packages to pick up and activate laser for Continuous Scanning.

If CARRIERPU label is scanned in regular scan mode in On Street menu, the scanner shall present an error and not allow the carrier to scan the CarrierPU barcode.
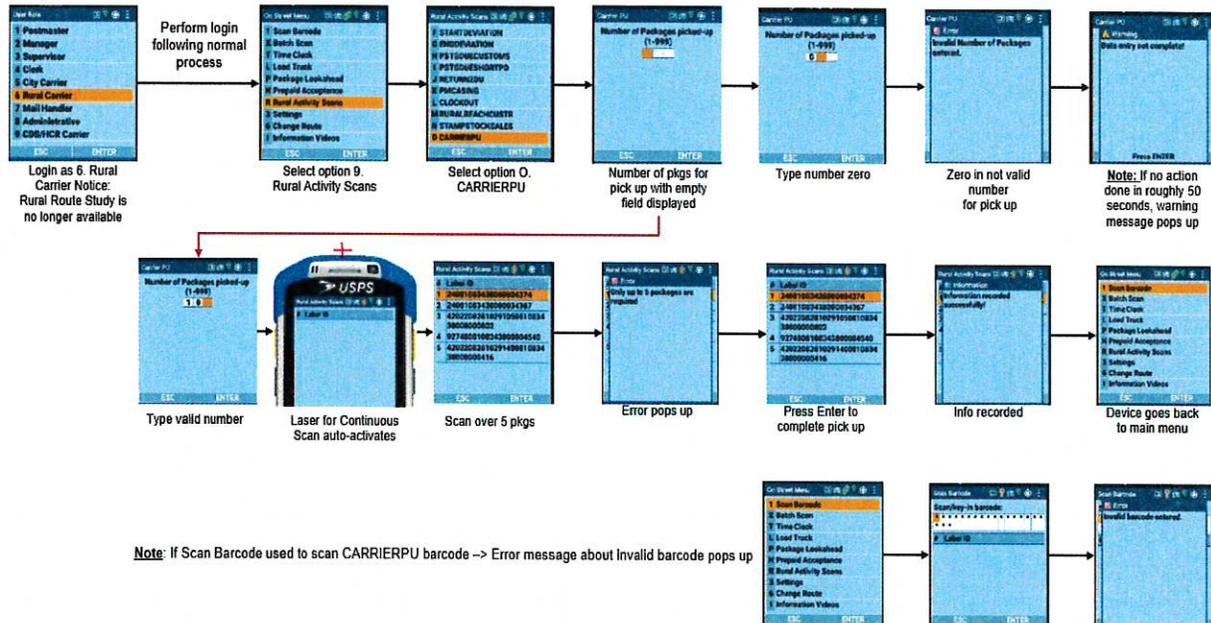
New Enhancement Time Keeping Enhancement (City & Rural Carriers Only)
(Start Date is currently to be determined, option will be suppressed until start)

Background
The Time Keeping feature was piloted at two sites. Feedback was received and changes were incorporated to make the Time Keeping application easier to use.

Changes on MDD
The MDD will prepopulate the Local Unit with 00 to avoid additional entry from the carriers.

The MDD will allow Carriers to modify the TACS route inside the application when recording the Moves. The MDD will direct the Carrier to route change flow when TACS route is modified.

The MDD will use the geo fence of the facility to hide lunch options if no Depart2Route scan is performed.
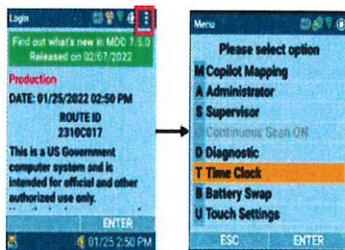
User can access Time Clock feature via Hamburger Menu (Top right corner red box) without having to login on MDD TR scanners.

AMS City Carrier Route	City (C)
Sunday Package City Delivery	Dynmc City (Y)
Static Dynamic City Package Route	Static City (X)
Geo-Delivery City/Rural Supplemental Route	Spplmtl (S)
Customized Delivery Route	Custom (G)
Metro Post Route	Mtr Pst (M)
Collection Route	Coll (P)
DOIS Miscellaneous Parcel Route	Misc Parcel Rt (D)
Parcel Route Dynamic Route (PRDR)	PRDR Rt (K)
Priority Mail Same Day Route City (PMSDC)	PMSDC (V)
Parcel Overflow Route City Delivery	Ovrflw City (O)

User proceeds to login as normal

User scans badge

User selects user role

User selects user type

User selects route type
Note: Time Clock feature currently only available to City related routes defined on the table above

User confirms profile setup

Time Clock feature display as T. Time Clock and can access via short cut with letter "T"

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New Enhancement MLNA Address Validation (City & Rural Carriers Only)

Background

The MLNA function has been enabled on the Mobile Delivery Devices allowing carriers to enter information directly into the MDD{TR} device instead of handwriting the information on a form and submitting through a supervisor. At this time, address validation is not available on the device resulting in bad addresses being entered.

Changes on MDD

This MLNA enhancement will add address validation to the address entry field as Carriers complete the MLNA transaction on the scanners. Carriers will be prompted when the correct address format is not utilized upon MLNA entry.

Select Hotkey N - MLNA   Select 1. Yes   Scan / Type-in a valid address
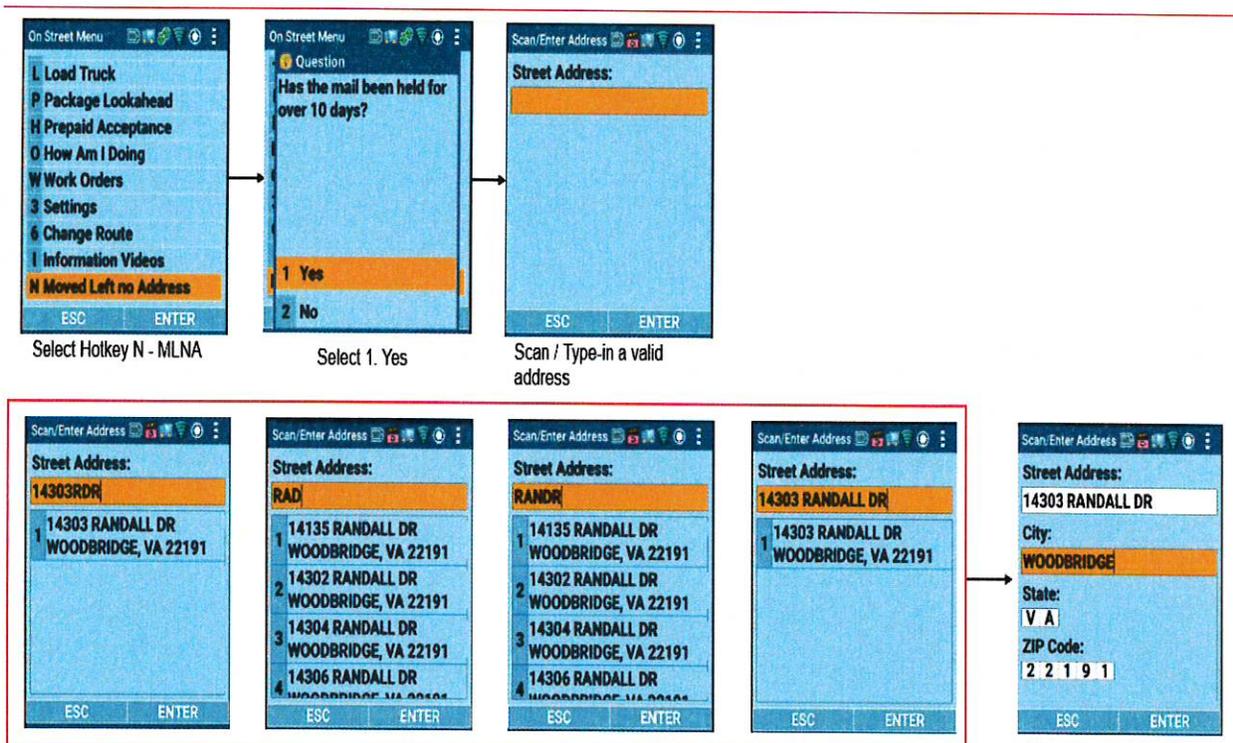
The Street Address field box will use contextual keying to narrow down the addresses in the list from which the carrier may to select. Above are examples on searching for an address.

City, state and zip code shall auto populate after selecting the address.

New Enhancement Lead Card Enhancement Phone Number Required (City Carrier Only)
(Lead Card is currently being piloted in a limited amount of offices)
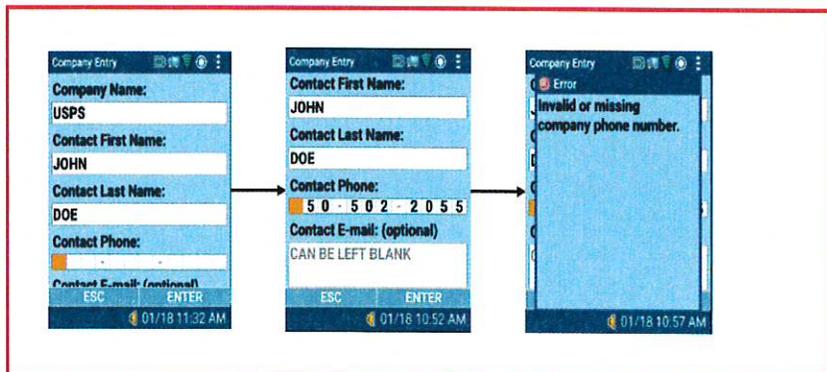
Background
The Lead Card function has been enabled on the Mobile Delivery Devices allowing carriers to enter Lead Card information directly into the MDD{TR} device instead of handwriting the information on a form and submitting through a supervisor.

Changes on MDD
The Lead Card application is modified to validate the required 10-digit phone number.

If the phone number field is left blank, or an incomplete phone number entered, the device will display the message, "A valid phone number is required." The message will display for 10 seconds and return the carrier to the phone number field for entry.

If a phone number is not available, you have the option to back out of the Lead Card entry feature.

| Form filled out | Enter address manually or select from a list of addresses | Manual address entry form | Address entered manually | Enter comments (optional) if helpful for the business sales team | Success |

Contact Phone # is a required field!

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New Enhancement Update Batch Scanning (City & Rural Carriers Only)

Background

While investigating scan delays reported from our major customer Amazon, we found a key reason contributing to the issue was batch scanning. Batch scanning is when a Carrier starts scan packages for one customer and continues to scan packages for different customers throughout the day without committing the scans until later or the end of the day. As a result, this delayed scan posting at customer facing website.

In addition, the time stamp assigned to the barcodes in the batch is the time stamp associated with the 1st scan, versus the actual scan time of the individual barcode, the posting time which is calculated from scan to posting is heavily impacted negatively.

Changes on MDD

Once scanner moves to the confirmation event screen, the ESC key shall be enabled to allow user to go back the barcode scan screen so they can review the scan list.

If user tries to scan additional packages for the 4th delivery address, the scanner will prompt the warning message, "Only packages intended for 3 unique addresses are allowed to be delivered together, please scan the package separately."

If user press Enter at the barcode screen, the scanner will move forward to the confirmation event screen to allow carriers to pick up an event and complete the scan.

The MDD will check the DELVTPE_CODE and allow addresses with "B", i.e. CBUs to be scanned together.

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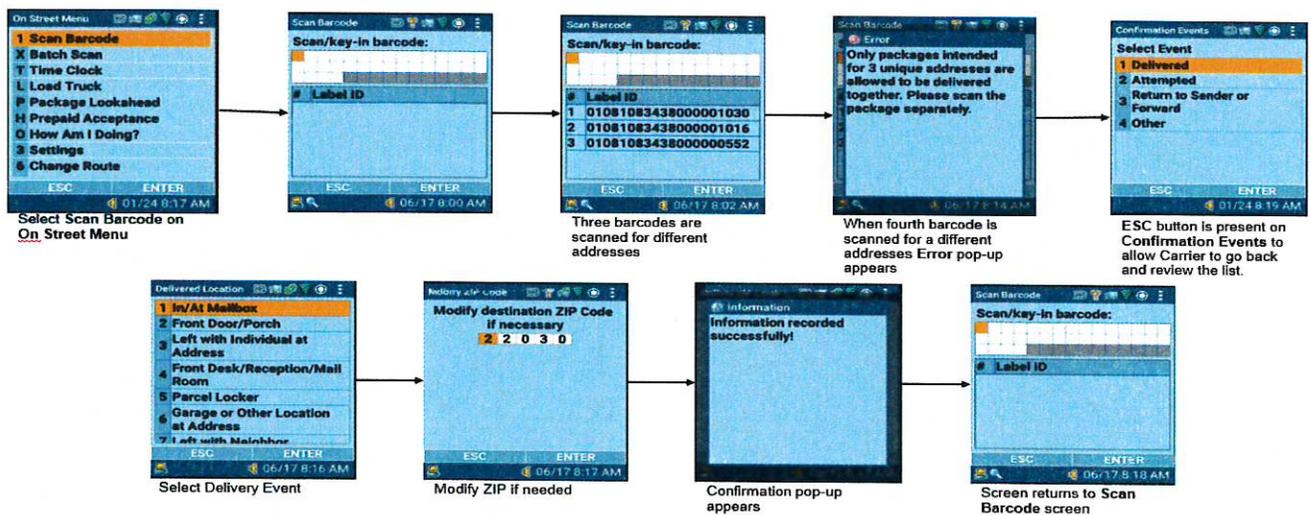
New Enhancement Tracking Lead Card Completion Time (City Carrier Only)
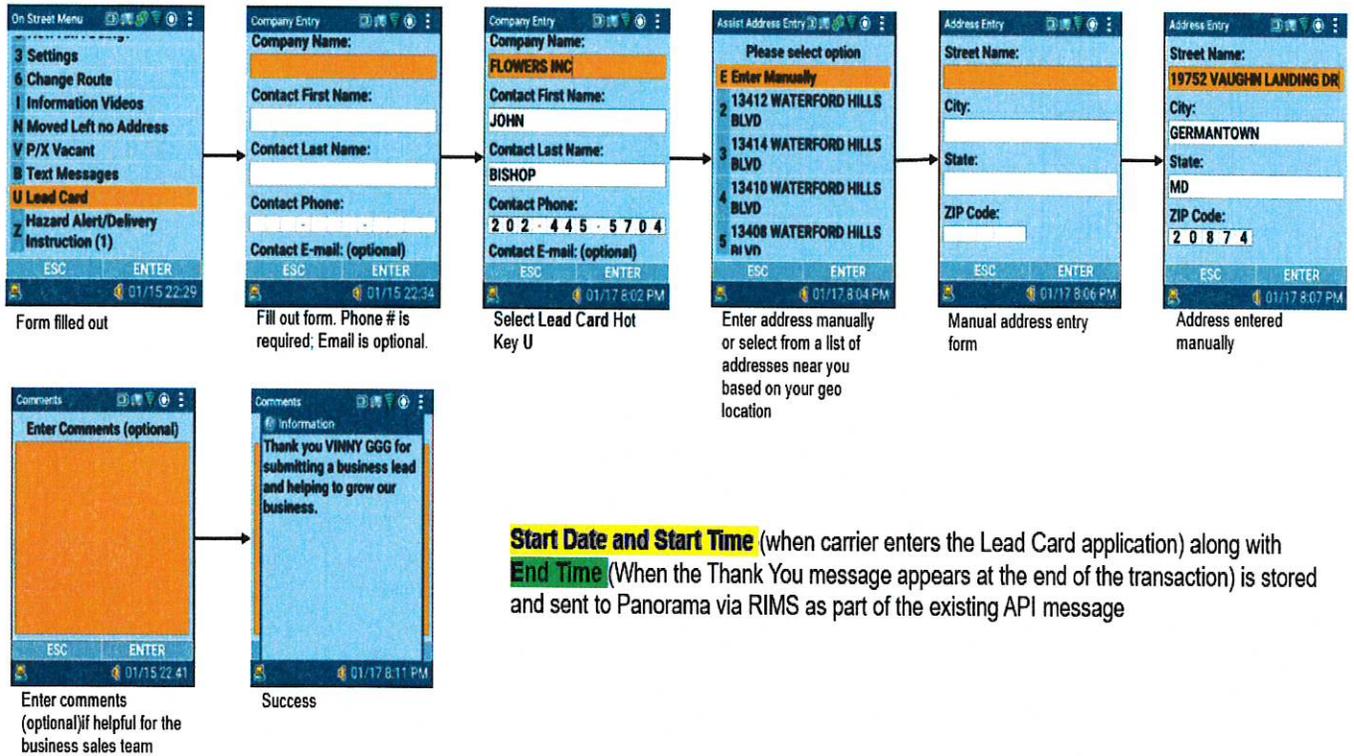(Lead Card is currently being piloted in a limited amount of offices)

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.

Changes on MDD
This requested change will add a timer to track the time in minute for the carriers to complete the Lead Card entry on the scanners. The timer will not be visible to the carriers.

Perform login following normal process

Form filled out	Fill out form. Phone # is required; Email is optional.	Select Lead Card Hot Key U	Enter address manually or select from a list of addresses near you based on your geo location	Manual address entry form	Address entered manually

Enter comments (optional)if helpful for the business sales team

Success

Start Date and Start Time (when carrier enters the Lead Card application) along with End Time (When the Thank You message appears at the end of the transaction) is stored and sent to Panorama via RIMS as part of the existing API message

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Tracking MLNA Completion Time (No Operational Impact)

Background

The MLNA function has been enabled on the Mobile Delivery Devices allowing carriers to enter information directly into the MDD{TR} device instead of handwriting the information on a form and submitting through a supervisor.
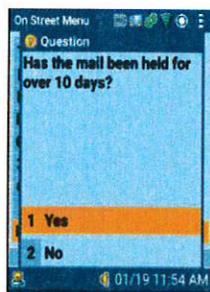
Changes on MDD

This requested change will add a timer to track the time in minutes for the carriers to complete the MLNA transaction on the scanners to determine time savings of digital entry vs the completion of a manual form. The timer will not be visible to the carriers.

Perform login following normal process
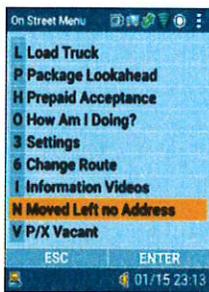
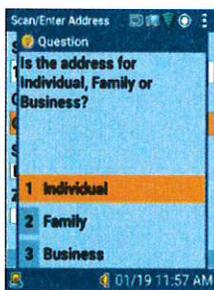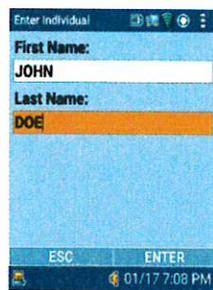Select MLNA Hot Key N

Select YES
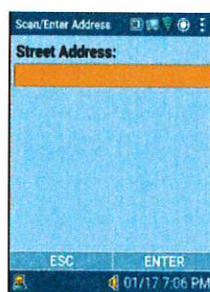
Scan/Enter address
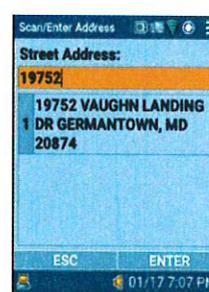
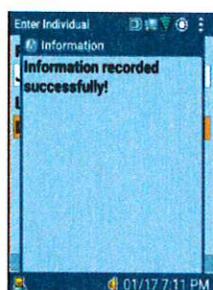As you type the address, the device will narrow down the list to choose from
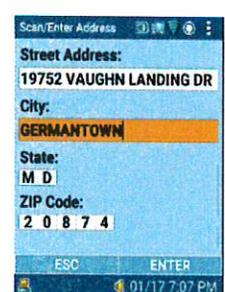
Select address from the drop-down menu

Answer the question; if the address is for an Individual, Family, or Business

Enter First and Last Name of individual

Success

Start Date and Start time along with End Time are stored and sent to AWS using the existing file/interface. Timestamps are not sent to RIMS.

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New Enhancement New Popup Question Screen (No Operational Impact)
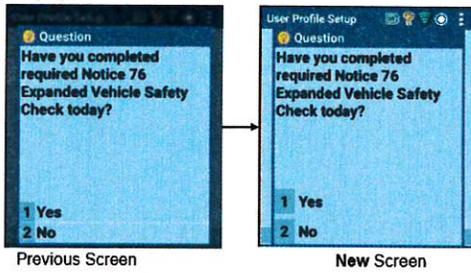
Background
Feedback has been received from the field stating errors can be made when selecting the YES/NO option on the device due to the limited size of the touch selection area.
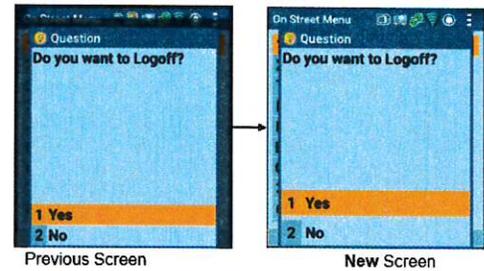
Changes on MDD
The touch selection area of the YES/NO option has been expanded to allow more space when selecting the YES/NO option with a finger.

Vehicle Safety Popup Question

Previous Screen → New Screen

Log off Popup Question

Previous Screen → New Screen

MLNA Popup Question

Previous Screen → New Screen