

RECEIVED

JUN 29 2021

LABOR RELATIONS



June 24, 2021

Mr. Brian J. Wagner
President
National Association of Postal
Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

Dear Mr. Wagner:

As a matter of general interest, the Postal Service is updating the Mobile Delivery Device (MDD) and Mobile Delivery Device-Technical Refresh (MDD-TR) to enhance the functionality of the devices.

Release 7.35 includes the following:

- Timecard Tracking for City Carriers (Disabled – future use)
- Box Closed No Order (BCNO)
- COA Enhancement
- Improve DPS Optimization/Edit Book
- Inspection Service Holds
- Lead Card Enhancement
- Restrict Batch Scanning
- New Container Barcode
- Update Service Type Codes Hazardous Materials/HAZMAT
- MDD Geo Alert Data Transmission to AWS OTA (No User Impact)
- Cellular Data Reduction (No User Impact)
- Update MDD to DataPower Message Format (No User Impact)

National implementation for the upgrades is scheduled for the MDD and MDD-TR on July 12.

We have enclosed the final draft copy of the MDD/MDD-TR Release 7.35 talking points for your review.

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

Sincerely,

A handwritten signature in blue ink, appearing to read "David E. Mills".

David E Mills
Director
Labor Relations Policies and Programs

Enclosure



MDD Release 7.35

- Pilot – June 28 through July 9, 2021
- National Deployment – July 12, 2021

New features for MDD and MDD TR introduced include:

- Timecard Tracking for City Carriers (**Disabled initially**)
- Box Closed No Order (BCNO)
- COA Enhancement
- Improve DPS Optimization/Edit Book
- Inspection Service Holds
- Lead Card Enhancement
- Restrict Batch Scanning
- New Container Barcode
- Update Service Type Codes Hazardous Materials/HAZMAT
- MDD Geo Alert Data Transmission to AWS OTA (No User Impact)
- Cellular Data Reduction (No User Impact)
- Update MDD to DataPower Message Format (No User Impact)



Timecard Tracking for City Carriers (Limited Proof of Concept-City Carriers Disabled initially)

Background

The vendor that supplied Hyper Electronic Badge Readers (HEBR) went out of business in August of 2018. The HEBRs are over 25 years old, are failing, and some replacement parts are no longer available. Current projections have the supply of HEBRs being exhausted in FY2021.

Changes on MDD

MDD Application is modified to accept City Carriers clock rings so that the City Carriers time can be posted in the TACS application. City carriers can access to Time Keeping workflow via On Street menu or by hot key combination "Red" + "K" on MDDs or hamburger menu on TRs. Carriers must scan their badge prior to record the rings. Five different clock rings are available for carriers to use: Begin Tour, Out for Lunch, Return from Lunch, Move and End Tour. Once DEPART2ROUTE scan is performed, the scanner will automatically suppress "Out for Lunch" and "Return from Lunch", until a RETURN2DU is scanned. Ring type "Move" requests carrier to enter the operation ID, and the scanner will provide a list for them to select from. For other ring types operation ID is not mandatory.



Box Closed No Order (BCNO) (Limited Proof of Concept)

Background

Today, clerks manually complete a 3575Z form for Boxed Closed No Orders (BCNO). The 3575Z is completed when customers move and do not file a Change-of-Address (COA). There has been a significant decrease in past 10 years. We believe this is due to the fact the carriers must manually complete the card.

Changes on MDD

This feature electronically captures the Box Closed No Orders (BCNO) information by allowing the clerks to enter the information into the device instead of manually completing the 3575Z form. The clerks can scan an IMB label with 11-digit zip.



COA Enhancement (Carriers)

Background

Enhancements are needed to the MLNA software on the MDD device. These enhancements will prompt the carrier for missing secondary information when a high-rise default address is scanned or entered. This change will correct data quality issues.

Changes on MDD

When scanning the IMB barcodes with 11-digit zip ending with 99, if the address retrieved has record type of "H", the MDD shall prompt for the secondary address entry.

- If the address ends with "PH", "FRNT", "BSMT", "LBBY", "LOWR", "OFC", "REAR", "SIDE" or "UPPR", there will be no prompt

The address entry will be a drop-down list for Carrier to pick from or the Carrier can manually enter.

- MDD shall display the top 10 matches from the AMS File for carrier to pick from.
- If more than 10 matches are found, then only display the top 10 and allow the carriers to manually enter the address.



Improve DPS Optimization/Edit Book (Limited Proof of Concept - Carriers)

Background

Currently a combined 61% of red books have gone over 30 days without submission or submitted with no change. The edit process is not being managed by the carrier or supervisor to ensure the database is current. This has been a long-term concern. The technology exists today to use our mobile delivery devices to automate the process and eliminate the non-compliance issue that continues to add these mail pieces to our manual letters (PMDP) daily and to keep our customer product updated.

Changes on MDD

The scanner is requested to mimic the eUARS P/X Vacant record updating process to add/remove vacancy indicators and correct Potential Missing Data Point (PMDP). P/X Vacancy update workflow can be accessed via Option V on the On Street menu. The vacancy addresses with P/X flag for the facility will be downloaded to the scanner everyday. Scanners present the vacancy list to carriers based on the login route. Once carriers approach the vacant address, they will be prompted to provide the vacancy update. Once the feedback is received, the vacancy address will be removed from vacancy list and the prompt will be suppressed the next day until the expiration date. The carriers' response for all vacant addresses at the facility will be uploaded and consolidated on RIMS. The consolidated list then will be downloaded to the scanners nightly. Upon log in scanners also request one more time for vacancy update from RIMS. Carriers can also update the vacancy addresses at the facility and review the input with their supervisors before cradling the scanner at the end of day to upload the feedbacks to RIMS and AMS.



Inspection Service Holds

Background

The removal of suspicious parcels from the mail stream by USPIS is primarily a manual process. With limited resources available, USPIS has relied upon data analytics to identify areas where suspicious parcels originate. USPIS has researched how targeted parcels flow through the USPS network, determining where the majority are processed, the Mail Processing Equipment sorting, as well as various Intelligent Mail Devices, scanning the parcels. USPIS has personnel at several origin or source locations and is now seeking to leverage both data and technology to increase the accuracy and efficiency of interdiction and intercept efforts.

Changes on MDD

The MDD will alert the carrier of the Inspection Service Hold in the Load Truck process and prompt the carrier to notify the Supervisor of the hold. Once the Supervisor is notified and the package is intercepted, the carrier may continue with the Load Truck process. Once intercepted, the package will not be displayed in Package Look Ahead list.

If the package is not intercepted during Load Truck, Package Look Ahead will highlight the Inspection Service Hold packages in red and display the message, "Do not deliver, return to office."



Lead Card Enhancement

Background

The USPS currently has several programs in place to enable employees to submit potential business leads and help grow our customer base and revenue. The "Employee Engagement Program" allows various types of employees to manually fill out a lead card and submit it to their supervisors for data input, subsequent validation, and follow up by a member of the sales team. Carriers have the opportunity to observe new business leads each day as they carry their routes and interact with people at these businesses. Currently, the MDD has the feature on the scanners, however updates are needed to the flow.

Changes on MDD

To make the Lead Card workflow consistent, the MDD will prompt for the company's information first, then present a list of addresses to select or manually enter when there are no nearby business addresses are identified. The nearby address list will be empty as a result of missing the AMS file for the log in route, or no GPS coverage or the nearby addresses are beyond 1000 feet from the scanner's current location. If no address is prepopulated, carriers can manually enter the address.



Restrict Batch Scanning (Carriers)

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 a bad carrier scan behavior when they start scanning packages from earlier of the day for one customer and continue to scan packages for different customers throughout the day without committing scans until later or the end of the day. As a result of that scan behavior, all scans happening earlier in the day were kept on the scanner without uploading to the backend systems, thus delaying scan posting at customer facing website. In addition, per current requirement, 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

When on Street, the MDD will limit the number of delivery addresses that can be scanned at one time before the carrier is prompted to commit the scans.

Batch scanning will still be available for specific non-delivery type scanning events, such as No Access/ Business Closed, Customer Holds, Local Weather Delay, Visible Damage, etc.



New Container Barcode

Background

USPS is adding container constructs, namely new versions of the 99P and 99S. The 99L construct is used today but is not currently recognized by PTR. PTR is adding all three as new valid container types via CMC1648.

While PTR is not supporting the 99Q, USPS will also add a new version of the 99Q.

Changes on MDD

Add scanning capabilities for the new 99P, 99S and 99Q, and existing 99L.



Update Service Type Codes Hazardous Materials (HAZMAT)

Background

The Inspection Service needs more visibility into packages in the mail stream. There is a need to collect more specific information about the type of Hazardous Materials and other types of items received from mailers. The list of Service Type Codes that can be used to ship hazardous materials and lives has been updated and extra service type codes have been added.

Changes on MDD

The MDD will recognize Service Type codes for HAZMAT and the additional extra service codes.



MDD Data Transmission to AWS OTA (No User Impact)

Background

The Geo-Alert data is being prevented from upload due to some of the same issues that plague the GPS and Accelerometer data from being uploaded daily, such as bad cradle connectivity, bad IO Cap, etc.

Changes on MDD

No impact to the carriers.

The MDD logic will detect inability to upload Geo Alert CSV file to AWS and utilize alternative data paths to ensure data files are uploaded timely. If MDD can't upload via network to AWS for some defined time period threshold then upload via Cellular.

Cellular Data Reduction Trim 1m Breadcrumbs (No User Impact)

Background

It has been reported to Engineering MDD team that data overages and/or near data overages on device data plans are being experienced on the MDD/MDD{TR} devices. The data overages may incur additional charges by USPS. To help eliminate the potential data overages, the MDD team is looking into cellular data usage reduction over several MDD-RIMS communication interfaces.

Changes on MDD

No impact to the carriers.

The changes for the reduction in cellular data usage include the elimination of redundant breadcrumb records, trimming the latitude/longitude coordinates to 8 decimal digits, speed/direction/distance to be amended and trimmed to a single decimal, GPS time adjusted to a 14-character format, location method to be removed, the device time shortened by 5 digits, removing of battery voltage and battery average current, shortening https links.

Update MDD to Data Power Message Format (No user impact)

Background

Currently the MDD/MDD TR devices send stop the clock scans to PTR DataPower in real time over cellular service, which are used for the text messages sent to customers upon package delivery. The data format used is in XML and it can be updated to CSV, so the file size and cellular data cost can be reduced.

Changes on MDD

No impact to the carriers.

Change the data format from XML to CSV and reduce the file size by over 65% and save cellular cost.