October 3, 2018

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

Dear Brian:

As a matter of general interest, the Postal Service is updating the Mobile Delivery Device (MDD) to enhance its functionality.

Release 6.8 includes:

- MDD Menu Redesign
- Parcel Route Dynamic Routing (PRDR) Enhancement
- Load Truck Message Updates

Pilot testing is scheduled to begin on October 8, with national implementation scheduled for the week of October 22.

We have enclosed draft copies of the following:

- MDD Release 6.8 Service Talk
- Carrier Quick Reference "Scan Barcode" menu options
- MDD Release 6.8 Carrier Workflows

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

Sincerely,

Alan S. Moore
Manager
Labor Relations Policies and Programs

Enclosures
MDD Release 6.8 Service Talk

Version 6.8 of the MDD software will deploy nationwide on 10/22/2018. Changes in this update include
- A redesign of the ‘scan barcode’ menu options.
- Enhancements to Parcel Route Dynamic Routing.
- More informative error messages for the Load Truck feature.

1. Redesigned “Scan Barcode” menu options.

As part of this update, the menu of options when scanning a barcode has been simplified. There are
now only 4 options after scanning a barcode, with further details in sub menus. Please see your
Carrier Quick Reference sheet to see all menu options.

The four main options are
- Delivered
- Attempted
- Return to Sender or Forward
- Other

Some events have been changed or combined.
- “No Access” and “Business Closed” have been combined under the name “No Access or
  Business Closed”.
- The delivery options “To Mailroom” and “Front Desk/Reception” have been combined under
  the name “Front Desk/Reception/Mail Room”.
- The delivery options “Tendered to Agent for Final Delivery” and “Delivered to Authorized
  Agent” have been combined under the name “Tendered to Authorized Agent”.
- “Vacation Hold” has been renamed “Customer Hold”.
- “Delivered to Agent” had been renamed “Authorized Agent”.
- All sub-events under “Authorized Agent” have been removed.
- “Receptacle Blocked” has been removed.
- “Held at Post Office” and all sub-events have been removed.
- “Pick Up” has been removed. Use “Prepaid Acceptance” from the MDD main On Street
  menu.
- “Visible Damage” is now found under “Other”.

Additionally, the alert when scanning “Business Closed” at a residential address has been
suppressed. These changes will also apply to the Dynamic Delivery menu.

2. Enhancements to Parcel Route Dynamic Routing

When delivering a dynamic or static parcel route, the scanner will now display “Not Before”, “Not
After”, and “Between” times on the manifest screen in bold font, on a red background, so that time
sensitive items can be easily identified.
The scanner will also provide warnings to the carrier if attempting to deliver a time sensitive item before the "Not Before" time or prior to the "Between" times.


The current error message “Load Truck Feature Not Available” does not provide enough information to identify the underlying issue. New, more detailed messages have been added.

- **Feature Not Available: No AMS Route File for current route**
  - The scanner does not have AMS data for the current route. Check your login information. Is it correct?

- **Feature Not Available: No Package Manifest file for current route**
  - There is no manifest for the route. Is the scanner communicating? Is distribution complete?

- **Feature Not Available: Missing Route Scheme configuration data. Cradle device and get latest configuration data**
  - Check your login information.
  - Re-cradle the scanner to get the latest data.

- **Feature Not Available: Login route not defined in any Route Scheme Group. Cradle device and get latest configuration data**
  - Check your login information.
  - Re-cradle the scanner to get the latest data.

Be sure to note the specific error message when informing your supervisor of issues with the Load Truck Feature. This information will assist in troubleshooting and improving this feature.
## Carrier Quick Reference

### “Scan Barcode” menu options

<table>
<thead>
<tr>
<th>Delivered</th>
<th>Return to Sender or Forward (Carrier Only)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>2</td>
</tr>
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<td>8</td>
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</tr>
<tr>
<td>9</td>
<td>9</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Attempted</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
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<tr>
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<td>4</td>
<td>4</td>
</tr>
<tr>
<td>5</td>
<td>5</td>
</tr>
</tbody>
</table>

* A redelivery will automatically be scheduled for the next business day.
MDD Release 6.8 will be piloted from 10/8 to 10/21 and deployed nationwide on 10/22.

Changes in the release include:

- MDD Menu Redesign
- Parcel Route Dynamic Routing (PRDR) Enhancement
- Load Truck Message Updates
Background:

Menu that currently appears after a mail piece is scanned requires an update in order to expand and streamline carrier options in line with changes and additions to scanning event codes.

Changes on MDD:

- There will be 4 options after Scan Barcode, each with a menu of sub-options.
  1. Delivered
  2. Attempted
  3. Return to Sender or Forward
  4. Other
- The following events have been combined
  1. “To Mailroom” has been combined with “Front Desk/Reception” and named “Front Desk/Reception/Mail Room”
  2. “Tendered to Agent for Final Delivery” has been combined with “Delivered to Authorized Agent” and named “Tendered to Authorized Agent”.
- The following events have been renamed
  1. “Vacation Hold” has been renamed to “Customer Hold”.
  2. “Delivered to Agent” has been renamed to “Authorized Agent”.
- The following events have been removed
  1. All Authorized Agent sub-events
  2. “Receptacle Blocked”
  3. “Held at Post Office” and its sub-events.
  4. “Pick Up” (USPS Carrier will use option H - Prepaid Acceptance from the MDD main On Street Menu)
- Visible Damage is an event under “Other” and does not require a sub-event.
- Alert for “Business Closed” at residential location shall be suppressed.
- Dynamic Delivery menu is impacted and will be handled/reorganized based on the changed MDD Menu Redesign.
# MDD Menu Redesign: Regular Scan - Confirmation Events - Delivered

## Signature and/or First initial, Last name required Delivery

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Select 1 Scan Barcode</td>
</tr>
<tr>
<td>2.</td>
<td>Scan Barcode Press ENTER</td>
</tr>
<tr>
<td>3.</td>
<td>Select 1 Delivered</td>
</tr>
<tr>
<td>4.</td>
<td>Select a delivery location</td>
</tr>
<tr>
<td>5.</td>
<td>Obtain First Initial and Last Name Press Enter</td>
</tr>
<tr>
<td>6.</td>
<td>Obtain signature Press Enter</td>
</tr>
<tr>
<td>7.</td>
<td>Press ENTER</td>
</tr>
<tr>
<td>8.</td>
<td>Information Saved</td>
</tr>
</tbody>
</table>

## Non signature required / Signature waived Delivery

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Select 1 Scan Barcode</td>
</tr>
<tr>
<td>2.</td>
<td>Scan Barcode Press ENTER</td>
</tr>
<tr>
<td>3.</td>
<td>Select 1 Delivered</td>
</tr>
<tr>
<td>4.</td>
<td>Select a delivery location</td>
</tr>
<tr>
<td>5.</td>
<td>Press ENTER</td>
</tr>
<tr>
<td>6.</td>
<td>Information Saved</td>
</tr>
</tbody>
</table>
**Signature required labels:**
- Options 1, 2, and 4 require scanning or keying-in 3849 form
- Options 3, 5, and 6 don't require scanning or keying-in 3849 form

**Non signature required labels:** "1 No Authorized Recipient Available" option is hidden
- Options X, 1 and 2 display "Modify ZIP Code" screen
- Option 3 and 4 will skip "Modify ZIP Code" screen and display information screen.

New Menu

Select 1 Scan Barcode
Scan Barcode
Press ENTER

Select 4 Other
Select 3 Visible Damage
Information Saved

New Menu

Select 1 Scan Barcode
Scan Barcode
Press ENTER

Select 4 Other
Select 4 Out for Delivery
Information Saved

New Menu

Select 1 Scan Barcode
Scan Barcode
Press ENTER

Select 4 Other
Select 4 Out for Delivery
Information Saved

New Menu

Select 1 Scan Barcode
Scan Barcode
Press ENTER

Select 4 Other
Select 2 Out for Redelivery
Information Saved
MDD Menu Redesign: Dynamic Delivery - Confirmation Events
Delivered / Attempted / Return to Sender or Forward / Other / Pick Up

Follow the regular workflow to access Dynamic Delivery / Confirmation Events screen

New Menu

Refer to Regular Scan workflow for Delivered, Attempted and Return to Sender or Forward

Select "Other"
Select any option

Select "Pick Up"

Press Enter
Information Saved
Background:

Today delivery units with dedicated parcel runs, are assigned more than just parcel delivery and they do not have an optimized line of travel based on the current day’s delivery’s, pickups and collections. Static routing only optimizes parcel delivery and is not able to accommodate time sensitive deliveries like Express mail.

Changes on MDD:

The goal is to provide a more effective means of executing a parcel route that incorporates deliveries, pickup and collections that are time sensitive. Utilize the optimized line of travel from DRT for all activities in a parcel run. Also project work hours based on daily workload for the first time.

MDD will provide warnings to the Carrier, if they attempt to perform a delivery that is prior to the “Not Before” time or prior to “Between Times” (“Not Before”, “Not After”). Will display the “Not Before” and “Between Times” on the manifest screen in Red color code and bold font, so the Carrier will be easily aware that they are time sensitive.

These times will be displayed for all applicable pickups and time sensitive pieces but will not affect products that are not time sensitive.
MDDs provide a warning to the Carrier if they attempt to perform a delivery that is prior to “Between Times” (“Not Before”, “Not After”). Times display on the manifest screen in bold font on a red background so that carrier can tell at a glance that items are time sensitive.

Select location with time sensitive delivery prior to “Between Times”

Press ENTER
MDDs provide a warning to the Carrier, if they attempt to perform a delivery that is prior to the "Not Before" time.
Time displays on the manifest screen in bold font on a red background so that carrier can tell at a glance that items are time sensitive.

**Note:** No warning message displays for stops with only "Not After" time
Load Truck Message Updates

Background:

The current error message “Load Truck Feature Not Available” displayed on the scanner after launching Load Truck application is not sufficient. This change request will add more details/reasons to this error and also provide possible workaround to carriers.

Changes on MDD:

MDD will display specific error messages if any of the assets for Load Truck or Package Look Ahead are missing:

- If AMS Route File for current route is missing, the MDD will display the error message “Feature Not Available: No AMS Route File for current route”.
- If Package Manifest file for current route is missing, the MDD will display the error message “Feature Not Available: No Package Manifest file for current route”.
- If Route Scheme configuration data is missing, the MDD will display the error message "Feature Not Available: Missing Route Scheme configuration data. Cradle device and get latest configuration data".
- If Login route not defined in any Route Scheme Group, the MDD will display the error message “Feature Not Available: Login route not defined in any Route Scheme Group. Cradle device and get latest configuration data”.