UNITED STATES
POSTAL SERVICE

August 13, 2020

RECEIVED

AUG 1 7 2020

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

Certified Mail Tracking Number:
7019 1640 0001 4464 6146

Dear Brian:

As a matter of general interest, the Postal Service intends to pilot a Door Dock Management System.

The subject pilot is intended to better understand the dock door management process and to evaluate the ability to provide two-way communication between dock door personnel and the mailer's driver. In addition, the information communicated will be used to predict the mailer's driver arrival time and provide a dock door assignment in a timely manner. Informed Visibility will be used to review the inbound trucks and communicate the dock door assignments.

The Door Dock Management System pilot will begin no sooner than August 31 at the Philadelphia Processing and Distribution Center (P&DC) in Philadelphia, Pennsylvania and is anticipated to last approximately three weeks.

Enclosed for your review is a copy of the Door Dock Standard Work Instructions.

Please contact April Cutchember at 240-321-4768 if you have any questions concerning this matter.

Sincerely,

Rickey R. Dean
Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosure

(CA2020-313)

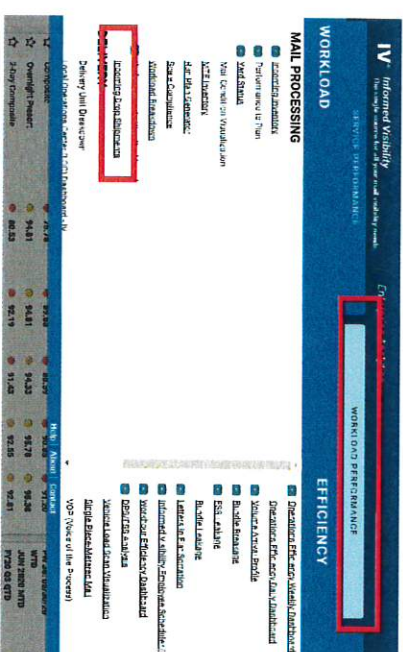# Dock Door Expeditor IV Inbound Drop Shipments – 2 Page Handout (Front 1)

## Step 1: Login to Informed Visibility Website

1. Enter iv.usps.gov into your browser. A Windows Security popup will display.
2. Username: Enter your ACE ID.
3. Password: Enter your ACE password.
4. Click Ok button.

Windows Security

iexplore.exe

Connecting to infovis.usa.dce.usps.gov.

USA\ACEID

••••••••••••••••

Domain: USA

More choices

OK   Cancel

Step 2: Navigate to Inbound Drop Shipments

1. Select Workload Performance tab.
2. Select Incoming Drop Shipments under Workload > Mail Processing.

Step 3: Select Your Facility
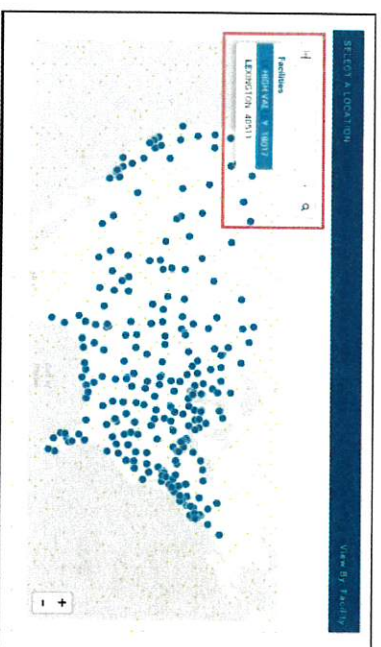
1. Enter your facility's name into the Location search bar.
2. Click enter OR click on your facility's name.

Step 4: Review Incoming Appointments

1. Review all listed incoming appointments.
   Continue to step 4a if 'Enroute' appts are not found.
2. For appts in 'Enroute' status, continue to step 5.

*Notice: For descriptions of each status, turn to last page.

Step 4a: Viewing Appts For different dates

1. The page's default timeframe shows incoming appts for the current date.
2. To change Date click into the Scheduled Arrival Date box.

Notice: Page will auto refresh every 5 minutes. Auto Refresh can be disabled.

IV® Informed Visibility
The single source for all your mail visibility needs.

SERVICE PERFORMANCE

Enterprise Analytics

WORKLOAD PERFORMANCE

CUSTOMER EXPERIENCE

Inbound Drop Shipments

SPRINGFIELD - edit

Scheduled Arrival Date: 02/05/2020

Last Refresh Time: 02/05/2020 11:00 EST

Auto Refresh

Dock Door Expeditor IV Inbound Drop Shipments – 2 Page Handout (Back 1)

Step 6: View Current Location of Enroute Appointment

Mailer Name	Appt ID	Appt Status	Sched Time	Current Location	Appt Start Time Assignment	Dock Door Assignment	Make Assignment	Assigned By	Assign Time	Confirmed by Mailer
LSC Communications BB	125320697	Enroute	02/05 10:00	38.722438, -77.206477	Select Appt Start Time ▼	Select Dock Door ▼	Make Assignment			

1. Click on coordinates within 'Current Location' field.
2. New window opens with Google Maps pre-loaded.

Step 7: Determine Appointment is Within Range

via I-66 W
Fastest route, the usual traffic
⚠ This route has tolls

25 min
18.5 miles

901 D St SW, Washington, DC 2

901 D St SW, Washington, DC 20024

Fairfax, VA 22030

25 min
18.5 miles

1. View estimated duration.
2. If duration is greater than 1 hour, wait until duration is under 1 hour before continuing.
3. If duration is less that 1 hour, continue to next steps.

Step 8: Select Appointment Start Time Assignment

Mailer Name	Appt ID	Appt Status	Sched Time	Current Location	Appt Start Time Assignment	Dock Door Assignment	Make Assignment	Assigned By	Assign Time	Confirmed by Mailer
LSC Communications BB	125320697	Enroute	02/05 10:00	38.722438, -77.206477	Select Appt Start Time ▼	Select Dock Door ▼	Make Assignment			

1. Select the Appt Start Time dropdown and select desired hour of arrival for selected appointment.

*Notice: Available time increments are for every 15 minutes starting 15min after current time.

Step 9: Select Dock Door Assignment

Mailer Name	Appt ID	Appt Status	Sched Time	Current Location	Appt Start Time Assignment	Dock Door Assignment	Make Assignment	Assigned By	Assign Time	Confirmed by Mailer
LSC Communications BB	125320697	Enroute	02/05 10:00	38.722438, -77.206477	02/05 12:00	Select Dock Door ▼	Make Assignment			

1. Select Dock Door dropdown and select desired dock door for future assignment.

Dock Door Expeditor IV Inbound Drop Shipments – 2 Page Handout (Front 2)

Step 10: Make Assignment

Mailer Name	Appt ID	Appt Status	Sched Time	Current Location	Appt Start Time Assignment	Dock Door Assignment	Make Assignment	Assigned By	Assign Time	Confirmed by Mailer
LSC Communications BB	125320697	Enroute - Assigned	02/05 10:00	38.722438 -77.206477	02/05 14:00 ▼	Dock Door 1 ▼	Make Assignment	VS4-RG0	02/05 11:35	Assigned

1. Once Appt Start Time and Dock Door have been selected, click Make Assignment button.

*Notice: Your ACE ID will display as the user who made the assignment along with the time the assignment was made.

Step 11: View Mailer Confirmation of Assignment

Mailer Name	Appt ID	Appt Status	Sched Time	Current Location	Appt Start Time Assignment	Dock Door Assignment	Make Assignment	Assigned By	Assign Time	Confirmed by Mailer
LSC Communications BB	125320697	Enroute - Confirmed	02/05 10:00	38.722438 -77.206477	02/05 14:00 ▼	Dock Door 1 ▼		VS4RG0	02/05 11:35	02/05 11:41

1. When a mailer has confirmed the assignment, the confirmation time will display in the Mailer Confirmation field.

2. Return to Step 3 and complete for each appointment.

*Notice: Field will display Assigned until the mailer has confirmed the assignment. You can update the assignments up until the mailer has confirmed the assignment.

Appointment Status Key

Appointment Status	Icon Description	Icon	Status Description
Scheduled	Red Square	◼	When appt is scheduled with no actions associated to appt
Enroute	Purple Hexagon	⬡	When appt first recieves GPS data
Enroute - Assigned	Purple Hexagon	⬡	When future appt assignment is made by Dock Personnel
Enroute - Confirmed	Purple Hexagon	⬡	When mailer confirms future appt assignment
Arrived	Green Circle	●	When appt arrives at destination facility
Unloading	Upside-down Yellow Triangle	▼	When first unload is performed on appt
Closed	Blue Diamond	◆	When Dock Personnel have closed appt
Canceled/No Show/Rejected	Black X	✖	When appt is canceled, no actions for > 24 hours (No Show), or rejected