RECEIVED

JUL 1 7 2020
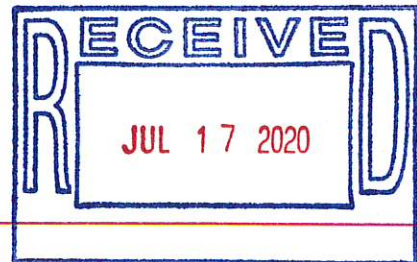
July 15, 2020

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) and Mobile Delivery Device-Technical Refresh (MDD-TR) to enhance the device functionality.

Release 7.20 includes:

- Cell Radio Diagnostic
- Vehicle Check Flow Modifications
- Out for Re-Delivery
- SPM Return Receipt Verbiage Change
- Find my Carrier Modifications
- Hazard Alerts OTA

National implementation is scheduled for the MDD on August 3, with the MDD-TR scheduled for deployment on August 17.

We have enclosed the final draft copy of the MDD/MDD-TR Release 7.20 Service Talk for your review.

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

Sincerely,

David E. Mills
Manager
Labor Relations Policies and Programs

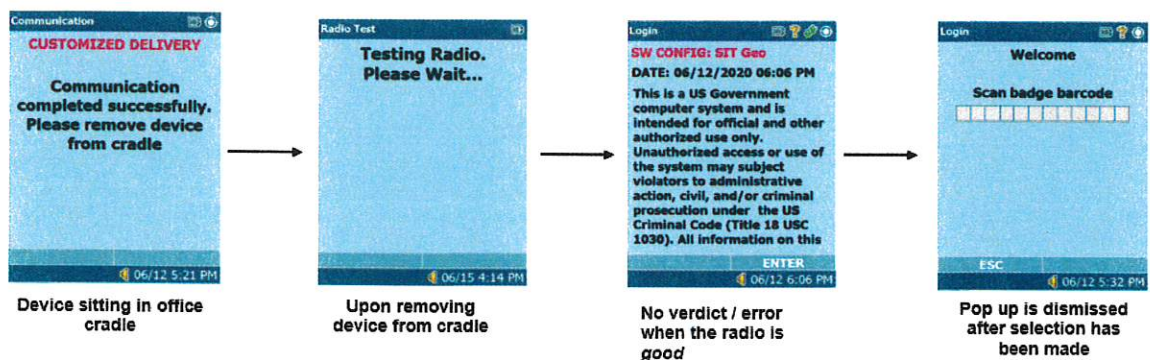Enclosure

UNITED STATES
POSTAL SERVICE ®

MDD Release R7.20 will be deployed nationwide on 08/03 and the MDD-TR Release R7.20 will be deployed nationwide on 08/17. New features introduced in the release include:

- Cell Radio Diagnostic
- Vehicle Check Flow Modifications
- Out for Re-Delivery
- SPM Return Receipt Verbiage Change
- Find my Carrier Modifications
- Hazard Alerts OTA
- Pivot Route Request from TRP – No User Impact
- S3/AWS Uploader Update – No User Impact
- DD GZIP Interface – No User Impact

Cell Radio Diagnostic- Carriers

- **Background**
- MDD devices with bad cellular radio have caused a delay in scan data upload time. The only way to detect a bad radio was to study historical logs on the device.
- **Changes on MDD**
- Modify the MDD to go through a radio test when a device is removed from the cradle and within a few seconds the MDD will display the verdict/results of the cellular radio is good or bad.

Good Cellular Radio

Device sitting in office cradle → Upon removing device from cradle → No verdict / error when the radio is *good* → Pop up is dismissed after selection has been made

UNITED STATES POSTAL SERVICE ®

Bad Cellular Radio

Communication	**Radio Test**	**Login**	**Login**
CUSTOMIZED DELIVERY	**Testing Radio.**	**SW CONFIG: SIT Geo**	**Welcome**
	Please Wait...	**DATE: 06/15/2020 04:37 PM**	
Communication completed successfully. Please remove device from cradle		**Failed Radio is Detected. Please Inform your Superviser for Guidance.**	**Scan badge barcode**
		This is a US Government computer system and is intended for official and other authorized use only. Unauthorized access or use of the system may subject violators to administrative	
		ENTER	**ESC**
06/12 5:21 PM	06/15 4:14 PM	06/15 4:37 PM	06/12 5:32 PM
Device sitting in office cradle	Upon removing device from cradle	Verdict/error presented when the cellular radio is _bad_	Pop up is dismissed after selection has been made

If the test fails, device will reboot if it has not been rebooted within the last 24 hours

UNITED STATES POSTAL SERVICE ®

Vehicle Check Flow Modifications - <u>Carriers</u>

Background

The Vehicle Check Flow is a feature that will remind carriers to complete the Notice 76 Vehicle Safely Checks after entering the vehicle Identification Number (ID) daily.

Changes on MDD

Modify the MDD to make carriers more accountable for completing the required Notice 76 Expanded Vehicle Safety Check daily. A message will be displayed to all carriers, for Rural carrier this will be a timed message (15 seconds) and for City carriers they will be required to respond with a Yes/No. If No is selected then the supervisor will need to scan their badge before the carrier is able to login.
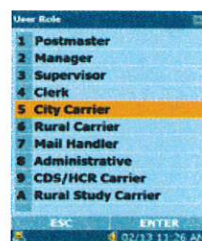
Vehicle Check Flow Modifications
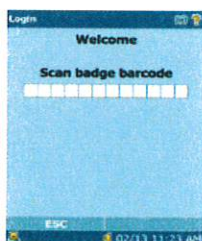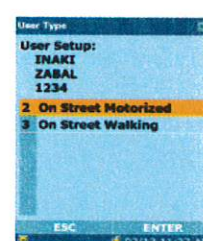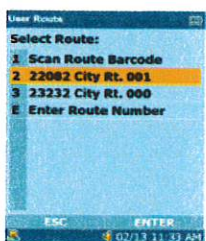

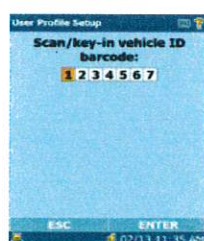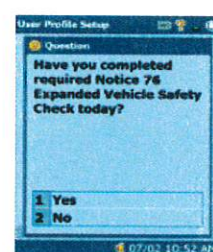| Press ENTER	Scan Badge	Select City Carrier User Role and press ENTER	Select User Type Motorized, and press ENTER

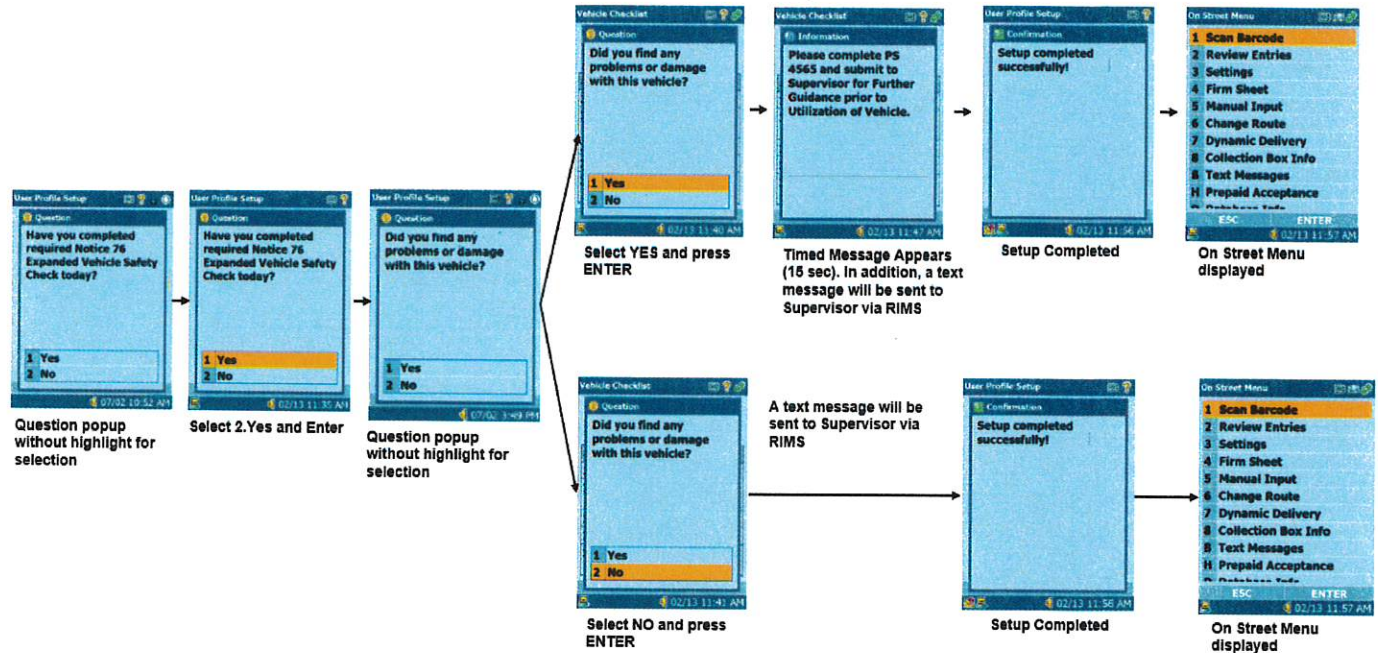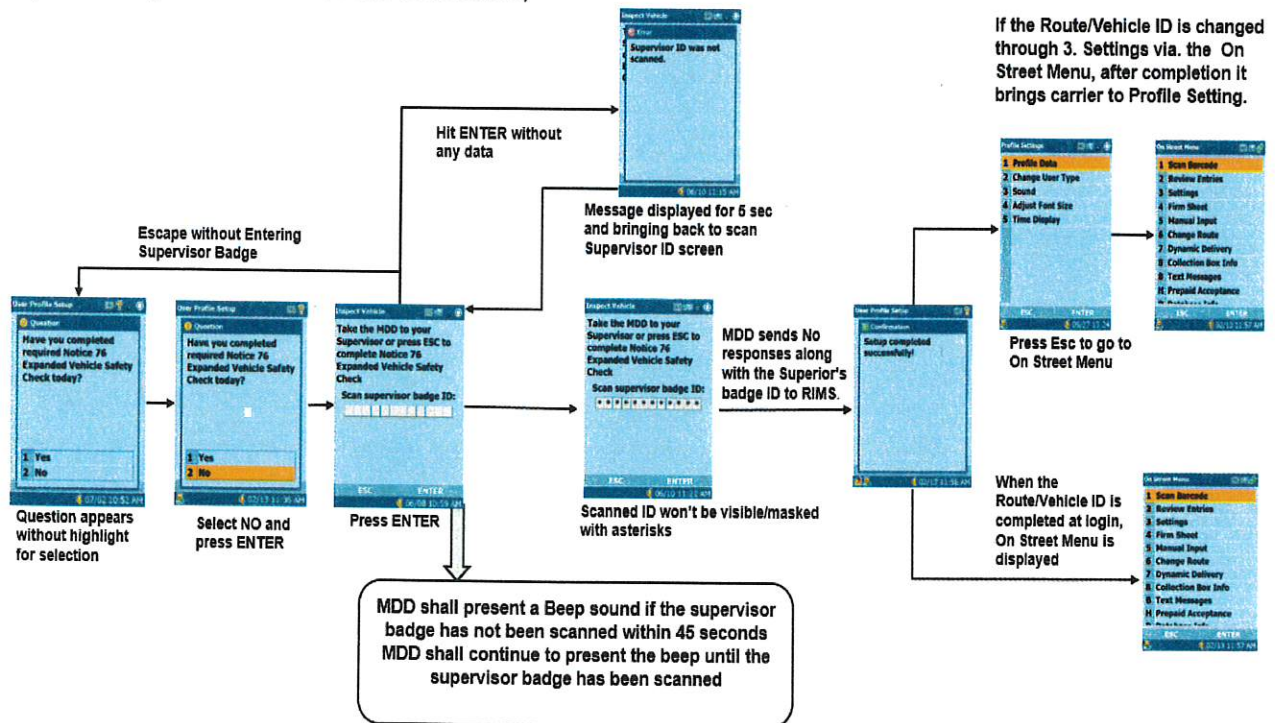| Select Route from a list or scan/enter one, if not present, and press ENTER	Confirm Route and press ENTER	Scan/Key-in Vehicle Barcode and press ENTER	Question appears without highlight for selection
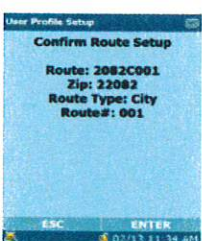
Vehicle Check Flow Modifications

City Carrier (Notice 76 with YES Selection)

Top flow (YES Selection):

- Question popup without highlight for selection (User Profile Setup — "Have you completed required Notice 76 Expanded Vehicle Safety Check today? 1 Yes 2 No")
- Select 2.Yes and Enter
- Question popup without highlight for selection (User Profile Setup — "Did you find any problems or damage with this vehicle? 1 Yes 2 No")
- Select YES and press ENTER (Vehicle Checklist — "Did you find any problems or damage with this vehicle? 1 Yes 2 No")
- Timed Message Appears (15 sec). In addition, a text message will be sent to Supervisor via RIMS (Vehicle Checklist Information — "Please complete PS 4565 and submit to Supervisor for Further Guidance prior to Utilization of Vehicle.")
- Setup Completed (User Profile Setup — Confirmation — "Setup completed successfully!")
- On Street Menu displayed (1 Scan Barcode, 2 Review Entries, 3 Settings, 4 Firm Sheet, 5 Manual Input, 6 Change Route, 7 Dynamic Delivery, 8 Collection Box Info, 8 Text Messages, H Prepaid Acceptance)

Bottom flow:

- Select NO and press ENTER (Vehicle Checklist — "Did you find any problems or damage with this vehicle? 1 Yes 2 No")
- A text message will be sent to Supervisor via RIMS
- Setup Completed (User Profile Setup — Confirmation — "Setup completed successfully!")
- On Street Menu displayed

Vehicle Check Flow Modifications

City Carrier (Notice 76 with NO Selection)

If the Route/Vehicle ID is changed through 3. Settings via. the On Street Menu, after completion it brings carrier to Profile Setting.

- Question appears without highlight for selection (User Profile Setup — "Have you completed required Notice 76 Expanded Vehicle Safety Check today? 1 Yes 2 No")
- Select NO and press ENTER
- Press ENTER (Inspect Vehicle — "Take the MDD to your Supervisor or press ESC to complete Notice 76 Expanded Vehicle Safety Check. Scan supervisor badge ID:")
- Escape without Entering Supervisor Badge
- Hit ENTER without any data
- Message displayed for 5 sec and bringing back to scan Supervisor ID screen (Inspect Vehicle — Error — "Supervisor ID was not scanned.")
- Scanned ID won't be visible/masked with asterisks (Inspect Vehicle — "Scan supervisor badge ID:")
- MDD sends No responses along with the Superior's badge ID to RIMS.
- (User Profile Setup — Confirmation — "Setup completed successfully!")
- Press Esc to go to On Street Menu (Profile Settings — 1 Profile Data, 2 Change User Type, 3 Sound, 4 Adjust Font Size, 5 Time Display)
- When the Route/Vehicle ID is completed at login, On Street Menu is displayed

MDD shall present a Beep sound if the supervisor badge has not been scanned within 45 seconds MDD shall continue to present the beep until the supervisor badge has been scanned

UNITED STATES POSTAL SERVICE ®

Vehicle Check Flow Modifications
Text Messages on MDD

Damage was found message - Employee ID is embedded in this message

No Damage was found message - Employee ID is embedded in this message

Screen will show actual messages sent to RIMS

Not Check message - Both, Employee ID and Supervisor ID are embedded in this message

Select Text Messages from On Street Menu then Outgoing Messages. Press ENTER

Message shows Employee Name and Route ID. Press ENTER

Message shows Target System, Priority, and Status. Press ENTER

Vehicle Check Flow Modifications
RIMS Interface

Inbox Messages

[Mark as Read] [Delete]

Sender	Sender Route ID	Sender Device ID	Message Text	Alert Status
				--Select One--

Start Date	Stop Date	Exclude List (exclusions are for messages with exact text shown)			
07/06/2020	07/06/2020	☑ Batt#	☑ #Accept	☐ #Vehicle Full	☐ #Had an Accident	☐ #Animal Out

☐ #Vehicle Break Down ☐ #Fire ☐ #Police/Postal ☐ #Address Not Found ☐ #Mail Stolen

☐ #Vehicle Broken Into ☐ #Robbery ☐ #Box Stolen/Damaged ☐ #FMC ☐ #SDP

☐ #VehicleCheck

[Search] [Clear]

Results: Viewing items 1-5 of 5.

☐	Alert	CREATION TIMESTAMP ▽	Sender	Sender Route ID	Sender Device ID	Expiration Timestamp	Message Text
☐		06-Jul-20 11:09:00 AM	TANYA BEL	9512C003	18165D8334	07-Jul-20 11:09:00 AM	#VehicleCheck|000008753595|4244567|000000098762|NotChecked# No check was performed for V...
☐		06-Jul-20 11:06:00 AM	TANYA BEL	9512C003	18165D8334	07-Jul-20 11:06:00 AM	#VehicleCheck|000008753595|3244567||CheckedFoundProblems# Problems or Damage was found f...
☐		06-Jul-20 11:05:00 AM	TANYA BEL	9512C003	18165D8334	07-Jul-20 11:05:00 AM	#VehicleCheck|000008753595|2244567||CheckedNoProblems# Problems or Damage was not found...

Message Text

#VehicleCheck|000008753595|4244567|000000098762|NotChecked# No check was performed for Vehicle:4244567 By Employee:000008753595

#VehicleCheck|000008753595|3244567||CheckedFoundProblems# Problems or Damage was found for Vehicle:3244567 By Employee:00000875359!

#VehicleCheck|000008753595|2244567||CheckedNoProblems# Problems or Damage was not found for Vehicle:2244567 By Employee:00000875359!

UNITED STATES POSTAL SERVICE ®

Out for Re-Delivery- Carrier

Background

Currently the Out for Re-Delivery and Out for Delivery events are filtered in a sub-menu within the "Other" Confirmation Event.
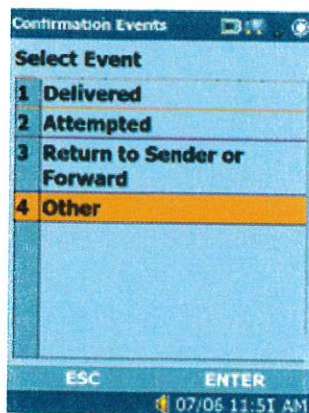
Changes on MDD

Modify the MDD to display the Out for Re-Delivery and Out for Delivery at the top of the "Other" Confirmation Event.
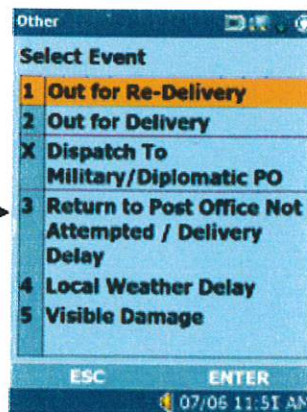
Event Codes for both Delivery Events did not change
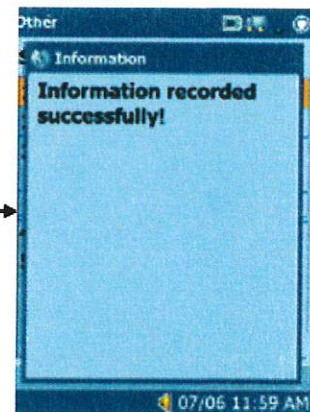
Out for Re-Delivery

Events - Out for Re-Delivery and Out for Delivery now placed at the top, as number 1 and 2 respectfully

After scanning barcode, Select 4 Other and press Enter

Workflow did not change

Workflow did not change

UNITED STATES
POSTAL SERVICE ®

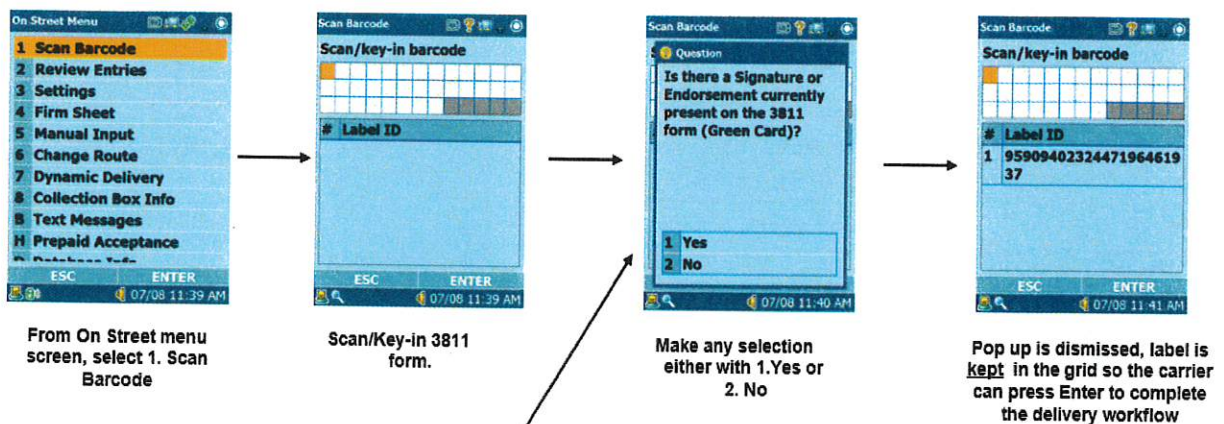## SPM Return Receipt Verbiage Change- Carrier

Background

Currently the popup display for 3811 sampling "Is the Signature currently present on the 3811 form (Green Card)?" which does not cover a scenario if there is an endorsement or stamp present instead of signature.

Changes on MDD

The Verbiage for 3811 sampling popup will be changed to "Is there a **Signature** or **Endorsement** currently present on the 3811 (Green Card)?" to provide clear understanding to the carrier.

SPM Return Receipt Verbiage Change

| From On Street menu screen, select 1. Scan Barcode | Scan/Key-in 3811 form. | Make any selection either with 1.Yes or 2. No | Pop up is dismissed, label is kept in the grid so the carrier can press Enter to complete the delivery workflow |

While the query pop up screen displayed, user is force to make a selection of Yes or No. The pop up does not have a default selection or time out, and unable to escape out until choice is made.

UNITED STATES POSTAL SERVICE ®
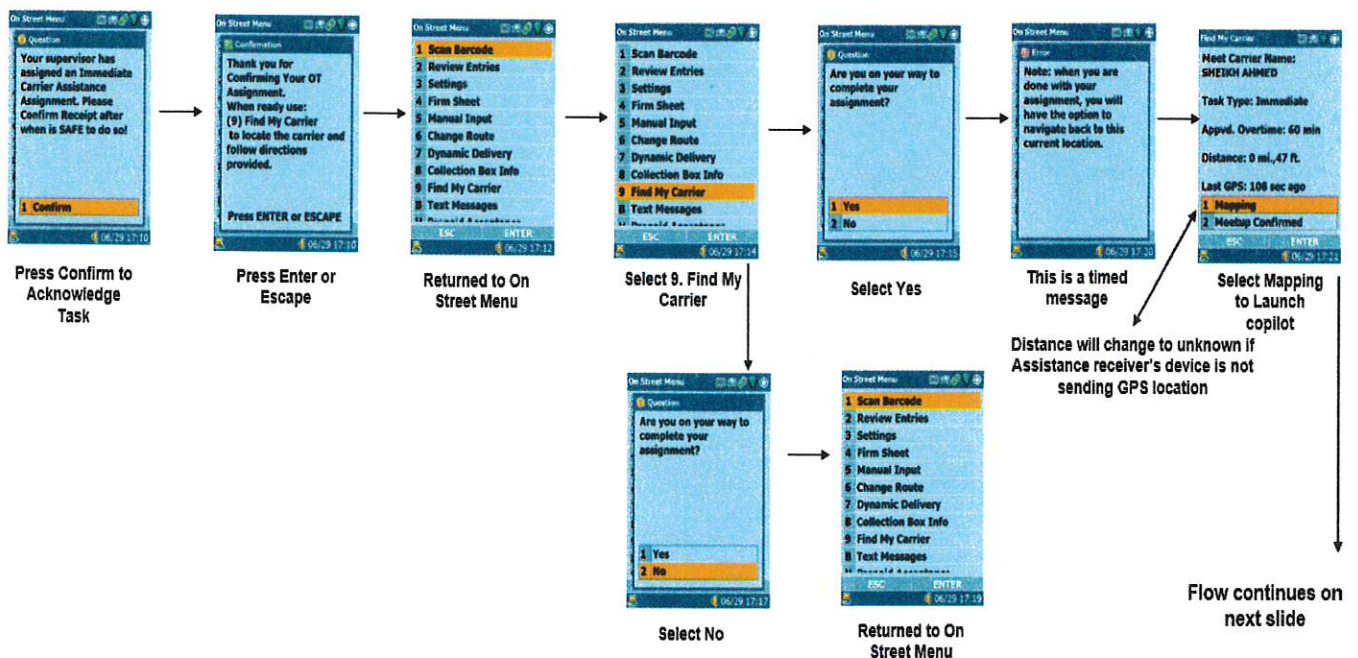
Find my Carrier Modifications- Carrier

Background

The Find my Carrier feature allows the supervisor to assign carriers to assist other carriers within RIMS and once assigned the assigned carrier is notified of the task. After the assigned carrier has completed their assignment they will either need to return back to their original route or return to the District Unit (DU). Currently, at this time this feature does not provide direction to return to their original route or to the DU.

Changes on MDD

Modify the MDD to provide the assigned carrier with direction to return back to their original location or to the DU once the assignment is complete.

Find my Carrier Modifications-
Assistance Type Immediate

Press Confirm to Acknowledge Task → Press Enter or Escape → Returned to On Street Menu → Select 9. Find My Carrier → Select Yes → This is a timed message → Select Mapping to Launch copilot

Distance will change to unknown if Assistance receiver's device is not sending GPS location

Select No → Returned to On Street Menu

Flow continues on next slide

Find my Carrier Modifications
Assistance Type Immediate

| Select option 2 to confirm meetup | Select Yes to confirm | Select Yes | Select 9. Find My Carrier | Select 1. Assignment Complete | Select 1. Navigate to previous location |

Find my Carrier Modifications
Assistance Type after Route

| Press Confirm to Acknowledge Task | Enter Estimated Completion Time | Press Enter or Escape | Select Yes | This is a timed message | Select Mapping to Launch copilot | Select option 2 to confirm meetup |

Distance will change to unknown if Assistance receiver's device is not sending GPS location

| Select Yes | Select Yes | Select No | Returned to On Street Menu | Select 9. Find My Carrier | Select 1. Assignment Complete | Flow continues on next slide |

UNITED STATES
POSTAL SERVICE ®

Find my Carrier Modifications

Assistance Type after Route

Find My Carrier	**Task Complete!**

1 Navigate to previous location
2 Navigate to Post Office
3 No navigation needed
ENTER
07/01 04:12

Select 1. Navigate to previous location

Find My Carrier
Task Complete!

1 Navigate to previous location
2 Navigate to Post Office
3 No navigation needed
ENTER
07/01 04:12
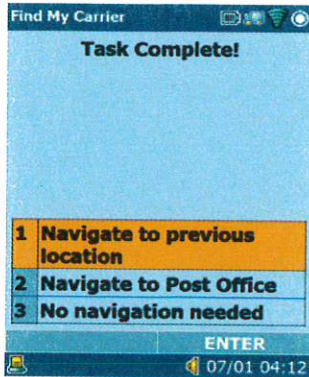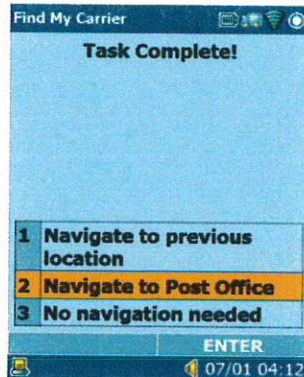
Select 2. Navigate to Post Office

Find My Carrier
Task Complete!

1 Navigate to previous location
2 Navigate to Post Office
3 No navigation needed
ENTER
07/01 04:15
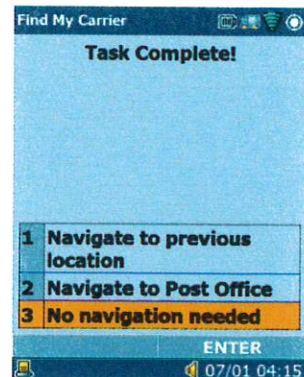
Select 3. No navigation needed

Find my Carrier Modifications

Reminder!
ARC-Assistance Provider

Important Notice

Find My Carrier

Reminder!
Your supervisor has assigned a Carrier Assistance Assignment AFTER your route is complete!
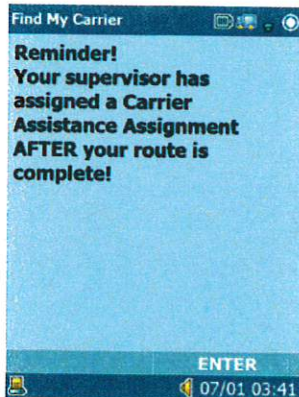
ENTER
07/01 03:41

Displayed 30 minutes before the estimated arrival time entered at the beginning of the task

Find My Carrier

Reminder!
If you have completed your Overtime assignment go to the Find My Carrier Menu and select Assignment Complete

ENTER
07/01 04:09
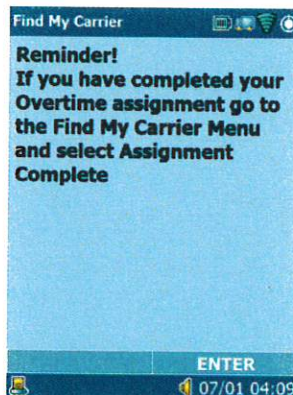
Displayed 15 minutes after the overtime / approved time to remind the carrier to mark the task as completed

Find My Carrier
Question

Important Notice!
Using this product while driving can be distracting and dangerous. Please exercise caution and common sense in its use and operation.

1 Accept
07/01 04:13
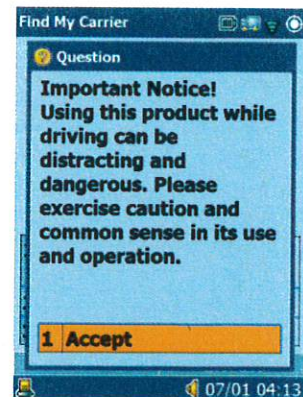
Displayed once a day after selecting mapping

![United States Postal Service logo]

Hazard Alerts OTA- Carrier

Background
Currently Hazard Alerts do not download to the MDD unless when the device is in the cradle.
Changes on MDD
Modify the MDD application to download the Hazard Alerts OTA (over the air) and display them on the scanner.

Suspend Hazard Alerts From Display

Hazard alerts display on Street Menu in real time   Hazard Alert Triggered. Press Enter   Press Enter to suspend the alert.   Location alerts display   Back to On Street Menu

Delete Hazard Alerts

Hazard alerts display on Street Menu in real time   Hazard Alert Triggered. Press Enter   Select "No delete alert" and Press Enter   Press No   Back to Hazard Alert Question

Press Yes   Alert deleted successfully pop up appears   Location Alerts screen displays without alert deleted   Back to On Street Menu

UNITED STATES
POSTAL SERVICE ®

Pivot Route Request from TRP
No User Impact

Background
Pivot route assignments tables are critical information for the MDD on how to handle workflows which are route dependent. The MDD logic in Service Performance Measurement, Load Truck, Hazard Alert, Package Look Ahead can be further enhanced to avoid issues introduced by pivot assignment.

Changes on MDD
Modify the MDD to download Pivot Route tables in real time throughout the day after Pivot Route assignment information are pushed from GEO Systems/TRP to RIMS.

S3/AWS Uploader Update
No User Impact

Background
The S3 application will upload the AWS data to the corresponding bucket based on the last log-in route. If two different route types (City and Rural) are used to login to MDD in the same day, it causes the data to be missing from either city or rural bucket as S3 will only upload data to last login route type bucket.

Changes on MDD
Ensure that all S3 (AWS) data are uploaded to the correct bucket in the cloud. As when the same MDD is used for two different route types (City and Rural), it causes the data to be missing as S3 would only upload data of the last login route type.

DD GZIP Interface
No User Impact

Background
RIMS implemented a new API that supports GZIP compression of the Dynamic Delivery data download to MDD. The API compresses the Dynamic Delivery payload using GZIP and MDD receives the compressed data and decompresses it to its original format.

Changes on MDD
MDD application is modified to request Dynamic Delivery data files from RIMS in compressed format, and decompress the files to its original format for the application to use.