LABOR RELATIONS



May 7, 2024



Mr. Ivan D. Butts President National Association of Postal Supervisors 1727 King St., STE 400 Alexandria, VA 22314-2753 Certified Mail Tracking Number: 7020 3160 0002 0328 1584

Dear Ivan:

As a matter of general interest, the Postal Service deployed an enhancement to the Postal Vehicle Service's (PVS) TC77 scanner which allows for verbal communication. Specifically, the application is called *Push to Talk Pro*. This application allows for one-on-one and group conversing between supervisors and drivers on the PVS scanner.

Prior to this enhancement, there was no consistent method the Postal Service as able to rely upon when attempting to communicate with drivers who were not in the facility. Since all PVS drivers use the TC77 scanner as part of their daily assignment, supervisors and drivers now have an effective and safe means to communicate as operationally necessary.

Since April 10, the Push to Talk (PTT) application has been Beta tested at the Portland, Oregon Processing Distribution Center (P&DC) PVS operation and was deployed nationwide to all PVS scanners on April 15. PVS drivers are authorized to use the PTT application as soon as they are trained.

PVS drivers are instructed not to use the PTT application while driving.

Enclosed on compact disc (CD) are the following PTT documents:

- Push to Talk SOP 05.01.24
- Push to Talk Pro Service Talk 04.15.24
- PTT call a Contact SWI 04.09.24
- PTT Group Calls SWI 04.09.24
- PTT Login and Sign Out SWI 04.09.24
- PTT Login Troubleshooting SWI 04.17.24
- PTT Receive a Call SWI 04.09.24

If there are any questions, please contact Robert Ocasio at 813-382-0689.

Sincerely,

Shannon R. Richardson Director, Contract Administration (APWU)

Enclosure

475 L'ENFANT PLAZA SW WASHINGTON DC 20260-4101 www.usps.com

May 1, 2024

SOP for Push to Talk Pro

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1. PURPOSE AND IMPORTANCE

The Push to Talk Pro application available at PVS sites allows for one-to-one and group conversing between supervisors and drivers on the PVS scanners. The application can be accessed on the second page of the kiosk screen of the scanner.

The use of this application is important to improve communication between supervisors and drivers and to decrease the time it takes for conversations to occur. It is recommended to set aside supervisor devices in a separate location from driver devices.

Use this SOP to learn how to use the application on PVS scanners.

2. USE THE APPLICATION

Drivers are not to use the PTT application while driving.

For the application to be used to make calls and/or receive calls, the user must login.

To login:

- 1. Select the Push to Talk icon on the kiosk screen of the PVS scanner
- 2. Accept the Data Usage Consent pop-up message
- 3. Select 'Activate with ESN' to login
- 4. The application will provision
- 5. PTT Pro can be used



To logout:

- 1. Select the Push to Talk icon on the kiosk screen of the PVS scanner
- 2. Select the navigation menu in the upper left corner
- 3. Select 'Sign Out'

UNITED STATES POSTAL SERVICE.	1458 Image: Contacts Image: Contacts Image: Contacts	45 an 11 100% Q : Groups	11:17 C = 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0 100% Q oups
PTT (All.Site.60Z Enterprise Group Drivers.60Z Enterprise Group	☆ ∨ ☆ ∨	About Guit App	\$\phi \ * \$\phi \
Smith. 202940525000844	0	Ð		

3. MAKE/RECEIVE CALLS

Drivers are not to use the PTT application while driving.

Calls can be made to individual users or groups from within the application. At this time if a user wants to make a call and is in another application, they must return to the scanner home screen and select PTT from the kiosk.

To Call an Individual:

- 1. Select the Push to Talk icon on the kiosk screen of the PVS scanner
- 2. Navigate to the 'Contacts' tab
- 3. Locate the contact to call and tap the contact to highlight it
 - a. If 📀 shows next to the contact, they are online and can be called
 - b. If 🐧 shows next to the contact, they are offline and cannot be called
- 4. Make the call
 - a. There are two ways to make a call:
 - 1. Press and hold the microphone icon on the screen
 - 2. Press and hold the PTT button on the scanner.
 - b. While in the call, 🧃 will show next to the current speaker
- 5. Allow others to speak
 - a. The microphone button or PTT button must be released to allow others on the call to speak
- 6. Leave the call
 - a. Either select 'Leave Call' or allow the call to timeout if no one speaks for 30 seconds



To Call a Group:

- 1. Select the Push to Talk icon on the kiosk screen of the PVS scanner
- 2. Navigate to the 'Groups' tab
- 3. Locate the group to call and tap the group to highlight it
 - a. Once highlighted, selecting the 'V' will display individual members of the group
- 4. Make the call
- 5. Allow others to speak
 - a. The microphone button or PTT button must be released to allow others on the call to speak
- 6. Leave the call
 - a. Either select 'Leave Call' or allow the call to timeout if no one speaks for 30 seconds



A user can receive a call regardless of if they are in the PVSmobile application, PTT application, or on the kiosk home screen, as long as they are logged into PTT.

To Receive a Call:

5.

- 1. User is working on their scanner while logged into PTT
- 2. Scanner receives an incoming call
 - a. a notification appears at the top of the screen
- 3. Answer the call
 - a. There are two ways to answer a call:
 - 1. Press and hold the microphone icon on the screen
 - 2. Press and hold the PTT button on the scanner.
- 4. Allow others to speak
 - a. Select 'Stop PTT' on the screen or release the PTT button to allow others on the call to speak Leave the call
 - a. Either select 'Leave Call' or allow the call to timeout if no one speaks for 30 seconds



4. SVWEB USAGE

The Push to Talk Pro application is a mobile application. At this time drivers and supervisors are numbered (ex: Driver 1, Supervisor 1). In order for Supervisors and users to identify which scanner to call, an SVweb page must be utilized.

The SVweb PTT Device Report lists PTT Device names along with Device Serial Number, User ID, User First/Last Name, Route, Trip, and Run. This report can be filtered to identify who to call on a scanner.

SVweb Surface Visibility	Sweb surface Visibility Logistics N/A > N/A > SPRINGFIELD (MA) NDC (012) Charge Size.							
FAC	ILITY MANAGEMENT		REPORTING				ADMIN	
PTT Device Report C Last U PTT Device Report will show all current devices at	pdated: 04/05 12:30:40 t the site, users who are currently using these devices, the de	vices last check in time, and the las	t gps ping the device has sent.					
Serial Number ©	PTT Device Name ©	User ID 😄	User First Name 🔅	User Last Name 🔅	Route o	Trip o	Run o	Current Trip o
20139522503184	DRIVER1.01Z							
20192522530133	DRIVER10.01Z							
20184522500382	DRIVER11.01Z							
20186522502029	DRIVER12.01Z							
20189522501474	DRIVER13.01Z							
• 1 2 3 4 5 6 7 13 ×								
	Brought to you by Information Technology. Copyrights 🖗 2015 USB5. All Bightes Beterved. 3.3.6.3.41							

5. DEVICE AND USER CHANGES

If a user experiences errors while logging in to the PTT Pro application, the IT Service Desk must be contacted and a ticket will be submitted to SDS Surface Vis.

The information in the SVweb PTT Device Report is updated by Zebra. If a device needs to be updated or replaced or User information needs to be updated or added, the IT Service Desk must be contacted and a ticket will be submitted to SDS Surface Vis.

6. VERSION HISTORY

Date	Revision Summary
04/15/2024	First version of the SOP Push to Talk
05/01/2024	 Added that 'Drivers are not to use the PTT application while driving'

Service Talk – Push To Talk Pro

April 20, 2024

Push To Talk Pro

Drivers are not to use the PTT application while driving

Between Monday, April 15, 2024 and Wednesday, April 17, 2024, the Push To Talk Pro application was deployed to all PVS sites. This application allows for one-on-one and group conversing between supervisors and drivers on the PVS scanners. The application can be accessed on the second page of the kiosk screen of the scanner (Figure 1).

After selecting the application, users will be prompted to accept a Data Usage Consent pop-up message (Figure 2) and will then have to activate with ESN (Figure 3). The application will then provision and the Push To Talk Pro interface will open.

To call a Contact or a Group, users can navigate to either the Contacts (Figure 4) or Groups tab accordingly, locate the Contact or Group to call and select it, and select either the microphone icon (Figure 5) or the physical PTT button on the left side of the scanner and begin speaking. Once done speaking, users can release the microphone icon or PTT button. When the Contact or other members of the Group are speaking, the microphone icon and PTT button for the user will be disabled until they are done speaking (Figure 6). To leave the call, users can select "Leave Call". If an incoming call comes to the user's scanner while they are not in the PTT application, a banner notification will appear (Figure 7), in which the user can respond by selecting the microphone icon or they can select the physical PTT button.

12:35 0 46 4 2 100%	12.04 0.144 21 8 1005	11:16 0 *40 (0 100%	12:47	• 146 g 🕻 🕻 100%
POSTAL SERVICE.	Data Usage Consent	t. ZEBRA	≡ Contacts	٩
	You are accessing an application that is managed by the administrator of the solution.	WEG DIT Des	Favorites Contacts	Groups
	This application collects data and provides it to the administrator (typically your employer) and administrator (typically your employer)	WFC PTT PTO	SUPERVISOR 1	\$
	Zebra Technologies. Contact the application administrator, your employer, and/or human recommend exercises.	Activation Code	DRIVER 1	☆
PTT	on how data is collected and processed. By corritoring you acknowledge the above and agree to the collection of data associated with		DRIVER 2	☆
	the functions of this application.	ACTIVATE WITH ESN		
	ACCEPT DECLINE			
		and the second second second		
Seriat 20290522500844		Privacy Info	0	

Figure 1

Figure 2

Figure 3

Figure 4



For any questions or concerns about this Service Talk, please contact your immediate Supervisor.

Standard Work Instruction: PTT Receive a Call on Another Application

Scanner is in use	Scanner receives an incoming call		Call is answered		Others on the call speak		Leave the call
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	Important Steps	Key Points	Reasons for Key Points
13.30 14. PL 0 160.00 PVSmobile 0 0 0 0 01ZVS-101 Last Reference 00401330 01ZVS-101 Declabe Missent CTR: 0 0 SPRINGFIELD (MA) NDC 0 04/04 23.45 0 BRADLEY AMF CT 0 04/04 23.40 2 0 BRADLEY AMF CT 0 04/04 50.55 3 0 SPRINGFIELD (MA) NDC 0 04/05 50.55 MSP: Scan MSP No MSP Trailer: Scan Trailer Door: Scan Door Empty Trailer Dobtail AMEWEY Doce Liddy Liddy	 Driver has another application open aside from Push To Talk Pro. 	 Calls will not be received if the user is not logged on to PTT Pro If the user is not already logged in, follow the steps in <i>PTT Login and Sign Out SWI</i>. 	Push To Talk Pro is available to PVS drivers and their supervisors.
Incoming call Incoming call Incoming call Incoming call Incoming call from SUPERVISOR 1 Image: Comparison of C	2) Scanner receives an incoming call	• A notification will appear at the top of the screen showing an incoming call and who the call is coming from	The notification will appear the same from anywhere within the PVSmobile application or while in other applications or on the scanner home screen
WHC PTT Pro 44C 100% Incoming call Incoming call from SUPERVISIOR 1 Image: Second call from SUPERVISION 1 Image: Second call from SUPERVISION 1 Image: Second call from SUPERVISION 1 Image: Second call from SUPERVISION 1 Image: Second call from SUPERVISION 1 Image: Second call from SUPERVISION 1 Image: Second call from SUPERVISION 1 Image: Second call from SUPERVISION 1 Image: Second call from SUPERVISION 1 Image: Second call from SUPERVISION 1 Image: Second call from SUPERVISION 1 Image: Second call from SUPERVISION 1 Image: Second call from SUPERVISION 1 Image: Second call from SUPERVISION 1 Image: Second call from SUPERVIsion 1 Image: Second call from SUPERVIsion 1 Image: Second call from SUPERVIsion 1 Image: Second call from SUPERVIsion 1 Image: Second call from SUPERVIsion 1 Image: Second call from SUPERVIsion 1 Image: Second call from SUPERVIsion 1 Image: Second call from SUPERVIsion 1 Image: Second call from SUPERVIsion 1 Image: Second call from SUPERVIsion 1 Image: Second call from SUPERVIsion 1 Image: Second call from SUPERVIsion 1 Image: Second call from SUPERVIsion 1 Image: Second call from SUPERVIsion 1 Image: Second call from SUPERVIsion 1 Image: Second call from SUPERVIsion 1	3) Answer the call	 There are two ways to answer a call: 1. Select PTT to speak 2. Press and hold the PTT Button on the scanner 	 The call functionality will appear the same from anywhere within the PVSmobile application or while in other applications or on the scanner home screen The PTT Button on the left of the scanner is the black button below the yellow scanning button.

Standard Work Instruction: PTT Receive a Call on Another Application

K MCPTIN6 + 442 € 100%	4) Listen to others on the call	Select O STOP PTT to listen to others on	 The call functionality will appear the same from
You are appealing Warringt Press Stop PTT to stop speaking Image: Stop PTT Image: Stop PTT <tr< td=""><td></td><td> the call or release the PTT Button. If not, the other user will not be able to speak The notification will display who is speaking </td><td> anywhere within the PVSmobile application or while in other applications or on the scanner home screen The PTT Button on the left of the scanner is the black button below the yellow scanning button. </td></tr<>		 the call or release the PTT Button. If not, the other user will not be able to speak The notification will display who is speaking 	 anywhere within the PVSmobile application or while in other applications or on the scanner home screen The PTT Button on the left of the scanner is the black button below the yellow scanning button.
C MECHTINO			
Active call Supreminget Supreminget LEAVE CALL 1 BRADEEY AME'CT Outrob 22.00 0 BRADEEY AME'CT Outrob 22.00 1 Spremorrello (MAL) Outrob 22.00 2 Spremorrello (MAL) Outrob 22.00 3 Spremorrello (MAL) Outrob 20.00 3 Spremorrello (MAL) Outrob 50.01 3 Spremorrello (MAL) Outrob 50.00 4 Spremorrello (MAL) Outrob 50.00 5 Scan MSP Not MSP Trailer: Scan Trailer Bobtail Door: Scan Door Empty Trailer	5) Leave the call	 Select 'Leave Call' to leave the call The call will be disconnected and the notification banner will disappear 	 If no one speaks before the 30 second timer is up, the call will be disconnected
DEPART DONE UNLOAD			ant Davisian Datas 4/0/202

Standard Work Instruction: PTT Receive a Call on Another Application

Standard Work Instructions: Login Troubleshooting



	Important Steps	Key Points	Reasons for Key Points
VIITED STATES VIITED STATES VIITES VI	1. Select the Push To Talk Pro icon on the second page of the kiosk screen to open the application.	 Push To Talk Pro is only available on the PVS scanner. 	Push To Talk Pro is available to PVS drivers and their supervisors.
13:00 0.446 Jr 0.100% Data Usage Consent You are accessing an application that is managed by the administrator of the solution. This application collects data and provides it to the administrator (typically your employer) and authorized subprocessors including Zebra Technologies. Contact the application administrator, gover employer, and/or human resources department for more information on how data is collected and processed. By continuing you acknowledge the above and agree to the collection of data associated with the functions of this application. ACCEPT DEDLINE	2. Select Accept to Data Usage Consent pop-up message.	User will not be able to proceed without providing consent.	User needs to provide consent to log in to Push To Talk Pro.

Standard Work Instructions: Login Troubleshooting

Activate with ESN Privacy Info	3. Select "Activate With ESN" to login.	• After selecting "Activate With ESN", a Provisioning screen will appear.	User must successfully select "Activate With ESN" to log into Push To Talk Pro.
Outer Bill Outer Full Register August For Processing States August States August States	4. If an Error message displays stating 'Device Token: not found' select 'OK' and then 'Activate with ESN' again	 Selecting 'OK' and attempting to 'Activate with ESN' again will often bring the user to the Provisioning screen 	 If Provisioning does not occur right away after selecting 'Activate with ESN,' this error message may appear

Standard Work Instructions: Login Troubleshooting

5. If the Error message displaying 'Device T not found select 'Of support Phone Number/Options 1-800-USPS-HELP (800-877-7435), option 5, then at prompt, say "Surface Visibility"	 Please submit a ticket to SDS Surface Vis via the Helpdesk. Call 1-800-USPS- HELP or email <u>itsdsupport@usps.gov</u> Ensure to include the Device Serial Number with the ticket. This is listed on the error message next to 'Device ESN'
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Standard Work Instructions: PTT Login and Sign Out



	Important Steps	Key Points	Reasons for Key Points
223 VIII CONTECTINATES VIII CONTECTINATES V	1. Select the Push To Talk Pro icon on the second page of the kiosk screen to open the application.	 Push To Talk Pro is only available on the PVS scanner. 	Push To Talk Pro is available to PVS drivers and their supervisors.
1300 0.465, g 100% Data Usage Consent Imaaged by the administrator of the solution. This application collects data and provides it to the administrator (typically your employer) and authorized subprocessors including Zebra Technologies. Contact the application administrator, your employer, and/or human resources department for more information on how data is Collected and processed. By continuing you acknowledge the above and agree to the collection of data associated with the functions of this application. ACCEPT DECLINE	2. Select Accept to Data Usage Consent pop-up message.	User will not be able to proceed without providing consent.	User needs to provide consent to log in to Push To Talk Pro.

Standard Work Instructions: PTT Login and Sign Out

Image: State State Image: State Image: State Image: State Image: State Image: State Image: State Image: State Image: State Image: State Image: State Image: State Image: State Image: State <th>3. Select "Activate With ESN" to login.</th> <th> After selecting "Activate With ESN", a Provisioning screen will appear. If an error message appears during this step, view the Login Troubleshooting SWI </th> <th> User must successfully select "Activate With ESN" to log into Push To Talk Pro. </th>	3. Select "Activate With ESN" to login.	 After selecting "Activate With ESN", a Provisioning screen will appear. If an error message appears during this step, view the Login Troubleshooting SWI 	 User must successfully select "Activate With ESN" to log into Push To Talk Pro.
13:41 0 stor digital 100% Encups Q Favorites Contacts Groups Image: Contacts All Site 012 Image: Contacts Enterprise Group Image: Contacts Drivers.012 Image: Contacts Enterprise Group Image: Contacts Image: Contacts Image: Contacts	4. Users can start using PTT Pro.	 The Groups tab is the default screen after login. Select the Contacts tab to start individual conservations. Select the Clock icon to see recent calls. If the user signs out of the application in the navigation menu, the user will have to repeat Step 3 again. 	Users can make individual calls, Group Calls, and perform other tasks within Push To Talk Pro.

Standard Work Instructions: PTT Group Calls



	Important Steps	Key Points	Reasons for Key Points
1233 0.00 MILLION LAISE Image: Constant service Image: Constant service Im	 Select the Push To Talk Pro icon on the second page of the kiosk screen to open the application 	If the user is not already logged in, follow the steps in <i>PTT</i> <i>Login and Sign Out</i> <i>SWI</i> .	Navigating to the PTT Pro application will allow the user to make a Group Call.
State State State Groups 1 States Coups Favorities Contacts Groups At Site 312 Interprete Group Interprete Group Drivers B12 Interprete Group Interprete Group Interprete Group Interprete Group Interprete Group	2. Navigate to the Groups tab and select a Group.	 The Group will appear as highlighted once selected Once highlighted, the caret icon can be selected to view the individual members of the Group and/or call individual members 	 Navigating to the Groups tab and selecting a Group will allow the user to call a Group of their choosing.

Standard Work Instructions: PTT Group Calls

SUPERVISOR 1 DRIVER 3 DRIVER 4 00:28 00:29 00:29 00:29 00:29 00:29 00:29 00:29 00:29 00:29 00:29 00:29 00:29 00:29 00:29 00:29 00:29 00:29 00:29 00:29 <th>3. Hold down either the microphone icon or the black physical button below the yellow button on the left side of the scanner to speak to the Group, release when done speaking (first picture).</th> <th>The option to speak will be disabled if someone else is currently speaking (second picture).</th> <th>If someone else on the Group Call is currently speaking, the user will be unable to speak until they are done.</th>	3. Hold down either the microphone icon or the black physical button below the yellow button on the left side of the scanner to speak to the Group, release when done speaking (first picture).	The option to speak will be disabled if someone else is currently speaking (second picture).	If someone else on the Group Call is currently speaking, the user will be unable to speak until they are done.
 1559 31 2 2 2 1001 All.Site.01Z 2 Supervisor 1 DRIVER 3 DRIVER 4 	4. To leave the Group Call, select the "Leave Call" button.	The Group Call will end automatically if no one in the Group speaks for 30 seconds.	 When no one on the Group Call is speaking, a 30 second timer begins. This timer will be cut off if someone speaks. If no one speaks by the time the 30 seconds are up, the call will be automatically ended.

Standard Work Instruction: PTT Call a Contact



	Important Steps	Key Points	Reasons for Key Points
12.3 Q 4 Q 100 VITED STATES POSTAL SERVICE. PT PT	 Select the Push To Talk Pro icon on the second page of the kiosk screen to open the application. 	• If the user is not already logged in, follow the steps in <i>PTT Login and Sign Out SWI</i> .	Push To Talk Pro is available to PVS drivers and their supervisors.
12:40 9:40 a 100% E Contacts Favorites Groups SUPERVISOR 1 4 Norver 1 4 DRIVER 2 4	2) Navigate to the Contacts tab	If the user was already on the Contacts tab, skip this step.	• PTT will default to the last tab that was open (ex: if the user was previously on Groups before closing the app, it will open on Groups)
12:40 9:40 g 1 100x = Contacts Favorites Contacts Groups Image: Supervision 1 Image: S	3) Locate the contact to call	Tap the contact on the screen to highlight it	 If shows next to the contact, they are online and can be called If shows next to the contact, they are offline and cannot be called

Standard Work Instruction: PTT Call a Contact

1245 • 40 100% E Contacts Groups Supervisori * ORIVER1 * DRIVER2 * DRIVER2 * Image: Supervisorie 1515 15 Image: Supervisorie Image: Supervisorie Image: Superv	4) Make the call	There are two ways to make a call: 1. Press and hold the microphone icon on the screen 2. Press and hold the PTT button on the scanner. While in the call, * will show next to the current speaker	 The user needs to hold the button for the entire time they are speaking. Releasing the button allows the other individual on the call to speak. The PTT Button on the left of the scanner is the black button below the yellow scanning button.
1242 © 140 g © 100h Adhoc DRIVER 3 SUPERVISOR 1 Ending in 25 seconds Leave Call Image: Contract of the second sec	5) Upon releasing the speak button, a 30 second timer will start	• The other individual on the call can speak once the timer displays or the user can press and hold to speak again	 If no one presses and holds to speak before the 30 second timer is up, the call will be disconnected

Standard Work Instruction: PTT Call a Contact

12-42 ● 440 all 0 100% ← Adhoc ④ ● DRIVER 3 ● ● SUPERVISOR 1 ● Ending in 25 seconds Leave Call ● ● ● ● ● ● ● ● ● ● ● ●	6) To leave the call, select the "Leave Call" button.	 The call ends if either the timer runs out or either user selects 'Leave Call' Leaving the call returns the user to the tab they were previously on 	Upon the call ending the user is brought back to the Contacts page
ISCO Image: Content of the second	7) Select the Recents tab to view call history	Individual and group calls will display	• Please reference the <i>PTT Pro Group Calls</i> <i>SWI</i> for more information on Group calls