**UNITED STATES
POSTAL SERVICE**

November 2, 2021

Mr. Ivan Butts
National Association of Postal
 Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

Dear Mr. Butts:

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

Release 7.45 includes the following:

- New Feature Reminder
- Reduce SPM No Trigger Rate
- How Am I Doing Metrics (City Carriers Only)
- Radio Test Logic Update

National implementation for the MDD-TR upgrades is scheduled to begin on November 8.

We have enclosed the final draft copy of the MDD-TR Release 7.45 talking points for your review.

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

Sincerely,

David E Mills
Director
Labor Relations Policies and Programs

Enclosure

MDD TR Release 7.45

- National Deployment – November 8, 2021

New features for MDD TR introduced include:
- New Feature Reminder
- Reduce SPM No Trigger Rate
- How Am I Doing Metrics (City Carriers Only)
- Radio Test Logic Update
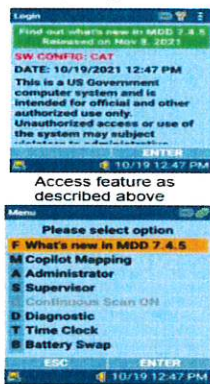
New Feature Reminder

Background

Carriers often say they are unaware of recent changes to the MDD application, or they do not know when a new feature has been added to the device. The new feature reminder, "What's New," will provide a way for carriers to be informed of new releases and changes implemented.

Changes on MDD

When software releases are deployed, the MDD will display a green banner on the legal screen and a menu option will be given on the hamburger menu. When either option is selected, the carrier will be presented with a list and overview of the changes included in the release.

New Feature reminder can be accessed in two ways:

1. Tap the green button "Find what's new…' on legal screen; or   2. Tap selected option F in Hamburger Menu or just press Enter

Access feature as described above

What's New screen with summary of new features opens. Use any of Scroll buttons (highlighted in green) to activate a hyperlink

Hyperlink highlighted. Use any Enter buttons (highlighted in green) to access Details screen

Go to next slide

Legend for buttons use inside of "What's New" feature:

3 types of Enter: Enter on Touch screen; ENT on keyboard; or Black left-side button – to activate hyperlinks/open Details screen
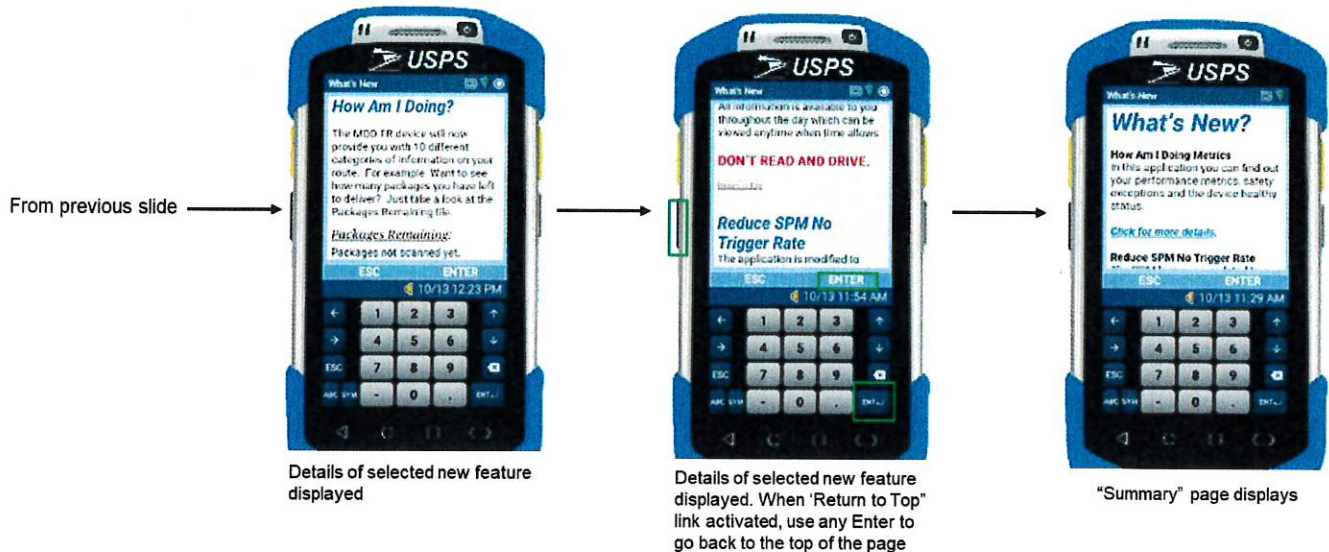
2 types of scroll: Arrows on keyboard; Black right-side button – to highlight any hyperlink/move up/down on a page

Triangle on a lower banner – brings carrier back 1 step at a time

ESC on a touchscreen – brings carrier back to egal screen

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New Feature Reminder

From previous slide ⟶

Details of selected new feature displayed

Details of selected new feature displayed. When 'Return to Top' link activated, use any Enter to go back to the top of the page

"Summary" page displays

Legend for buttons use inside of "What's New" feature:
3 types of Enter: Enter on Touch screen; ENT on keyboard; or Black left-side button – to activate hyperlinks/open Details screen
2 types of scroll: Arrows on keyboard; Black right-side button – to highlight any hyperlink/move up/down on a page
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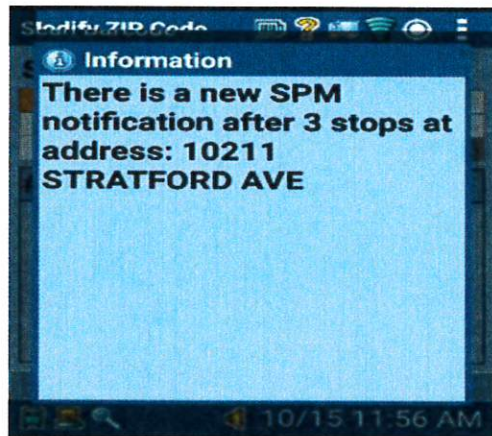
Reduce SPM No Trigger Rate

Background

High SPM no trigger rates were being experienced in production. A request was made to modify the MDD application to help reduce the no trigger rate.

Changes on MDD

- Present a pre-notification message for the closest SPM work order. The message that will be displayed is: "There is a new SPM notification after {N} stops at address: {Address}." The N is the number of stops ahead, and Address is the address for the work order. The message will disappear after 7 seconds.
- Check and present SPM request for the login route and other routes might be used during the day. The way to determine whether a different route is used based on package scanning.
- Trigger any SPM requests when breaking geo fence if location tracker cannot determine the expected stops when carriers deviate from their routine routes, or no package manifest file available to refer and set the next expected stop.

Reduce SPM No Trigger Rate

The carrier is presented with this pre-notification prompt 3 stops ahead of the SPM Workorders (Popup disappears after 7 seconds)

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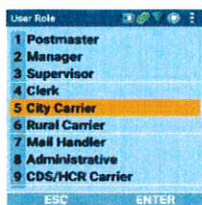## How Am I Doing Metrics (City Carriers Only)

Background

In support of the PMG 10-Year Strategic Plan to equip and empower employees, the MDD safety exceptions and other relevant indicators of a carrier's daily performance needs to be shared directly with carriers. In today's environment, carrier performance indicators are calculated by a variety of systems and provided to supervisors. With the new MDD-TR capabilities, safety exceptions and other indicators like geo-alerts, SPM sampling, load truck and package delivery performance, etc. can be shown to carriers the same day. This will engage the carriers and help them be aware of and understand their performance in several areas.
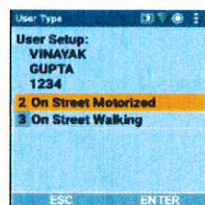
Changes on MDD

Carriers will be able to access their own personal performance metrics by selecting Option O from the On-Street Menu. The following metrics will be available for review:

- Packages remaining
- Route Traversal
- SPMs Completion
- Carrier Pick Up
- Device Healthy
- Load Time
- U-Turns
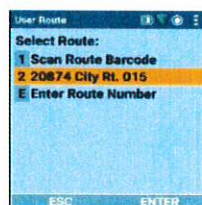- Long Reverses
- Hard Braking
- Fast Acceleration

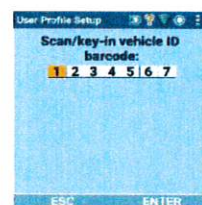### How Am I Doing Metrics (City Carriers Only)

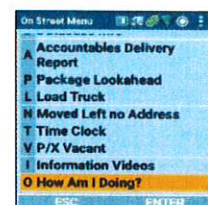Select User Role. How Am I Doing only available to City Carriers at this time.

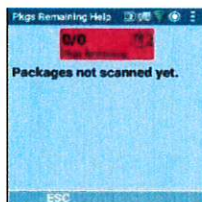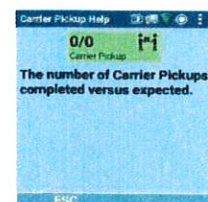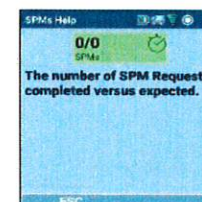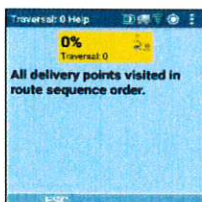Select User Type

Select User Route

Profile Setup screen

Use Hot Key "O" to access "How Am I Doing" from the On Street Menu

Screen with all performance metrics is displayed to the carrier.

After selecting a Metric Tile; MDD TR displays a short description explaining the metric.
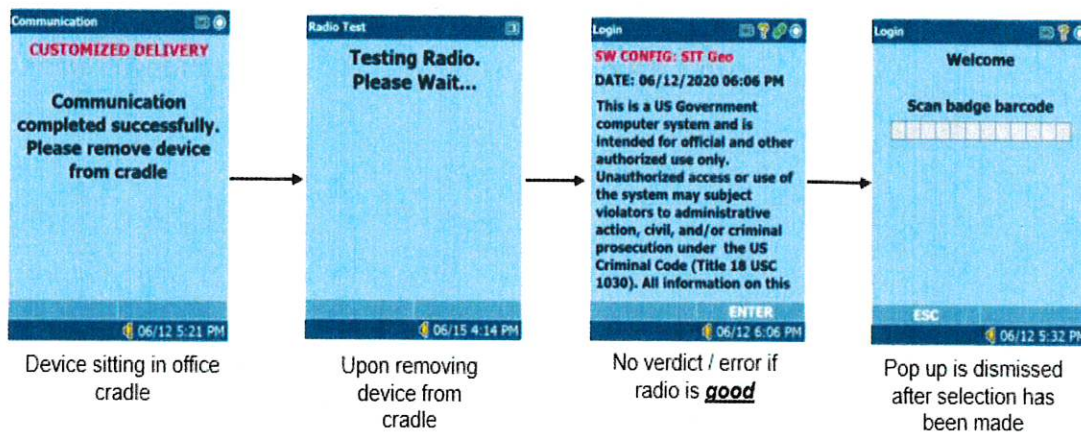
Radio Test Logic Update

Background
Site reported concerns on the radio test. The radio test fails sometimes even though it works during the day.

Changes on MDD
The radio test will be less restrictive and checks whether data transmission is enabled, and the SIM card is ready, to avoid failed test results inside the building when cellular coverage is poor.

Good Cellular Radio

CUSTOMIZED DELIVERY Communication completed successfully. Please remove device from cradle 06/12 5:21 PM	**Testing Radio. Please Wait...** 06/15 4:14 PM	**SW CONFIG: SIT Geo** DATE: 06/12/2020 06:06 PM 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 action, civil, and/or criminal prosecution under the US Criminal Code (Title 18 USC 1030). All information on this ENTER 06/12 6:06 PM	**Welcome** Scan badge barcode ESC 06/12 5:32 PM
Device sitting in office cradle	Upon removing device from cradle	No verdict / error if radio is _**good**_	Pop up is dismissed after selection has been made

Bad Cellular Radio

CUSTOMIZED DELIVERY Communication completed successfully. Please remove device from cradle 06/12 5:21 PM	**Testing Radio. Please Wait...** 06/15 4:14 PM	**SW CONFIG: SIT Geo** DATE: 06/15/2020 04:37 PM Failed Radio is Detected. Please Inform your Supervsor for Guidance. 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 06/15 4:37 PM	**Welcome** Scan badge barcode ESC 06/12 5:32 PM
Device sitting in office cradle	Upon removing device from cradle	Verdict/error presented if the cellular radio is _**bad**_	Pop up is dismissed after selection has been made

Note: if test fails, device will reboot if not rebooted within last 24 hours