UNITED STATES POSTAL SERVICE

September 8, 2021

Mr. Ivan Butts
President
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 7.40 includes the following:

- Display Carrier Pick Up request in Package Lookahead
- Play Information Videos
- Support Logical Group Routing – Allow new service in Dynamic Delivery application
- Lead Card Enhancement – Email entry validation
- Edit Book Enhancement – Allow City Carriers to ignore the vacancy request prompt and fill in the information at later time
- Batch Scan mode Enhancement – MDD returns to On Street menu after completing scans in batch scan mode
- Allow Route Search in Dynamic Delivery Application
- New sound of beep for MDD warning messages
- Separate Business Closed from No Access
- Safety Exception Output to DMS

National implementation for the MDD-TR upgrades is scheduled to begin on September 27.

We have enclosed the final draft copy of the MDD/MDD-TR Release 7.40 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

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MDD TR Release 7.40

- Pilot – September 13 through September 24
- National Deployment – September 27th

New features for MDD TR introduced include:
- Display Carrier Pick Up request at Package Lookahead (PLA)
- Play Information Videos
- Support Logical Group Routing – Allow new service in Dynamic Delivery application
- Lead Card Enhancement – Email entry validation
- Edit Book Enhancement – Allow City Carriers to ignore the vacancy request prompt and fill in the information at later time
- Batch Scan mode Enhancement – MDD returns to On Street menu after completing scans in batch scan mode
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Display Carrier Pick Up request at Package Lookahead (PLA) (Carriers Only)

Background

Currently carriers only receive notice of a customer pickup request from a hardcopy MyPO form. There is only a 70% success rate. Implementing a method to give carriers information about a customer pickup request on the MDD will increase the success rate.

Changes on MDD

MDD application is modified to display the carrier pick up request from MyPo at Package Lookahead workflow. Pick up request will be presented in a purple color with the word "Pickup" in front of the address for easy identification from the delivering stops. Drilling down into the pickup stops, the MDD will display the detailed information including the pickup form ID, number of packages to be picked up, the location where to pick up the packages, and the special instructions if included from the customer.

Play Information Videos on TR (Carriers Only)

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Background

MDD team is requested to make the MLNA training video available on the scanners, to allow carrier to view and get familiar with the proper use of the MLNA feature. To extend the request we decided to introduce a new feature on the scanner to allow playing information/training videos.

Changes on MDD

All training/information videos will be downloaded to the scanner from MDM servers, if available, the scanner will display a playlist after selecting Information Video option at the On-Street menu. Carriers can play the videos in two ways: by selecting the "I -Information Video" option, or by clicking on the video icon inside the application which has the information video available. MDD will automatically change the screen layout to landscape mode when playing videos for better user experience. During video play, carriers can choose whether to display the subtitles, pause, rewind, or fast forward the play. If the video gets interrupted, it can always resume.

The video cannot be played when speed is over 5 miles per hour. If carrier tries to play the video while driving over 5MPH, an error message will be presented. If any alerts, such as Alert messages from the supervisor, SPM request, Hazard alert, etc., are prompted while playing the video, the alert display takes priority and the video will be stopped. Once the alert screen is dismissed, Carriers can go back and resume the video.

Playing video one time consumes about 1% of battery capacity. When battery reaching to low mode the video play will be disabled to reserve the battery for scan activities.

Support Logical Group Routing – Allow new service in Dynamic Delivery application and new LGR route for login (Carriers Only)

Background

This project is in support of the Git It Right Initiative (GIR). Logical Group routing will utilize historical data and a predictive process to provide improved insights for decision making, as it pertains to managing and routing parcel routes to improve dynamic parcel routing efficiency, allowing for increased packages per route, per hour, and per mile. Resulting in improved planning and reduced costs.

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Support Logical Group Routing – Allow new service in Dynamic Delivery application and new LGR route for login (Carriers Only)

Changes on MDD

- MDD application is updated to allow carriers selecting logical group route during the login process.
    - T for City
    - U for Rural
- A new service type "LGR" is added into MDD Dynamic Delivery workflow to support packages deliveries assigned to the logical group routing.

Lead Card Enhancement – Email entry validation (Limited Proof of Concept- Carriers Only)

Background

The USPS currently has several programs in place to enable employees to submit potential business leads and help grow our customer base and revenue. The "Employee Engagement Program" allows various types of employees to manually fill out a lead card and submit it to their supervisors for data input, subsequent validation, and follow up by a member of the sales team. Carriers can observe new business leads each day as they carry their routes and interact with people at these businesses. Currently, the MDD has the feature on the scanners, however updates are needed to the flow.

Changes on MDD

During Lead Card pilot testing at 7 sites in CA and AZ, we noticed leads with invalid email entry were rejected at Panorama. In order to overcome the data lost, we decided to add email address validation upon entry on the scanners.

Edit Book Enhancement – Allow City Carriers to ignore the vacancy request prompt and fill in the information at later time (Carriers Only)

Background

Currently a combined 61% of red books have gone over 30 days without submission or submitted with no change. The edit process is not being managed by the carrier or supervisor to ensure the database is current. This has been a long-term concern. The technology exists today to use our mobile delivery devices to automate the process and eliminate the non-compliance issue that continues to add these mail pieces to our manual letters (PMDP) daily and to keep our customer product updated.

Edit Book <u>Enhancement</u> – Allow City Carriers to ignore the vacancy request prompt and fill in the information at later time (Carriers Only)

Changes on MDD

The scanner is requested to mimic the eUARS P/X Vacant record updating process to add/remove vacancy indicators and correct Potential Missing Data Point (PMDP). P/X Vacancy update workflow can be accessed via Option V on the On-Street menu. The vacancy addresses with P/X flag for the facility will be downloaded to the scanner every day. Scanners present the vacancy list to carriers based on the login route. Once carriers approach the vacant address, they will be prompted to provide the vacancy update. Once the feedback is received, the vacancy address will be removed from vacancy list and the prompt will be suppressed the next day until the expiration date. The carriers' response for all vacant addresses at the facility will be uploaded and consolidated on RIMS. The consolidated list then will be downloaded to the scanners nightly. Upon log in scanners also request one more time for vacancy update from RIMS. Carriers can also update the vacancy addresses at the facility and review the input with their supervisors before cradling the scanner at the end of day to upload the feedbacks to RIMS and AMS.

Batch Scan mode <u>Enhancement</u> – MDD returns to On Street menu after completing scans in batch scan mode (Carriers Only)

Background

While investigating scan delays reported from our major customer Amazon, we found that a reason contributing to the issue was batch scanning. Batch scanning is a bad carrier scan behavior where they start scanning packages from earlier in the day for one customer and continue to scan packages for different customers throughout the day without committing until later or at the end of the day. As a result of batch scanning, all scans that happened earlier in the day were kept on the scanner without committing, thus showing delayed scan postings at customer website. In addition, the time stamp assigned to the barcodes in the batch is the time stamp associated with the earliest scan, versus the actual scan time of the barcodes resulting in the posting time being incorrect.

Changes on MDD

When on Street, the MDD shall limit the number of delivery addresses that can be scanned at one time before the carrier is prompted to commit the scans. Batch scanning will still be available for specific scanning events such as No Access Business Closed and Customer Holds.

MDD will now revert to the On-Street Menu after successful completion of batch scanning in batch scan mode.

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Separate Business Closed from No Access (No User Impact)

Background

Currently the MDD has the two options combined and listed under Attempted and creates Confirmation event 30- No Access, even if the address is confirmed as a Business.

Changes on MDD

Keep the menu option combined, as it is now, but use address type in AMS file to determine which event shall be applied.

> ➢ Residential locations: Apply No Access – Code 30
> ➢ Business locations: Apply Business Closed – Code 51

Column S - USAGE_CODE in AMS file will be used in determining the type of addresses.

- A=Residential
- C=Mix Primary Residential   Apply Code 30
- Other indicators or Blank
- B=Business
- D=Mix Primary Business   Apply Code 51

Safety Exception Output to DMS (No User Impact)

Background:

Safety event detection feature is being introduced on the MDD to detect unsafe driving behavior such as (U-turns, left turns, excessive reverse, excessive acceleration and excessive deceleration) in real time and upload the results to RIMS / DMS so that the supervisor can be notified immediately.

Excessive Acceleration - Vehicle accelerated at a very high rate to travel at a speed of 20 mph or higher (possibly pressing the gas pedal to generate a burst of speed).

U-Turn - Vehicle turned in a U-shape so the vehicle faces in the opposite direction.

Excessive Reverse - Vehicle traveled backwards for more than 50 feet.

Left Turn - Vehicle turned to travel in the left direction.