

JUL 30 2021

LABOR RELATIONS



July 28, 2021

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

**Certified Mail Tracking Number:**  
7020 3160 0002 0328 8934

Dear Brian:

As a matter of general interest, the Postal Service intends to conduct a proof of concept test concerning the printing of prepaid article receipts for customers using the Mobile In-Office (MIO) functionality on the Mobile Delivery Device (MDD) and Bluetooth printers.

The subject proof of concept test will commence on August 9 at the following locations:

- Placentia, CA 92871;
- Paris, TX 75460;
- Naperville, IL 60540;
- Johnstown, PA 15901; and
- Lowell, MA 01854.

Enclosed for your review is a document titled, *Mobile Delivery Device In-Office – Prepaid Mail Acceptance Instructions, Setup, and FAQs*.

Please contact Mike Faber at 215-432-0613 if you have any questions concerning this matter.

Sincerely,

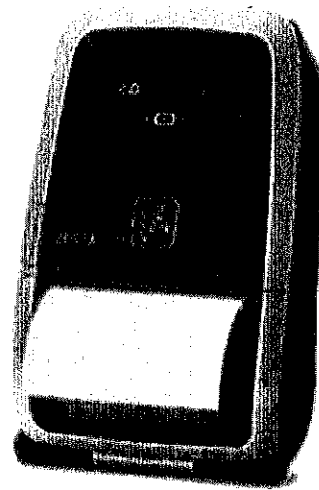
A handwritten signature in blue ink, appearing to read "Shannon R. Richardson".

Shannon R. Richardson  
Director  
Contract Administration (APWU)

Enclosure

# Mobile Delivery Device In-Office

Prepaid Mail Acceptance Instructions, Setup, and FAQs



May 2021

Version 1.0

# Introduction

Thanking you for participating in our limit MIO Prepaid Mail Receipt pilot. Many of our customers request and expect a receipt at the time of entering their Prepaid articles in the mail stream. By connecting the MIO (Mobile In Office) device to a Bluetooth printer, the ability to printer a customer receipt is accomplished.

During the pilot, we depend on your feedback to help us improve upon this process, therefore it is vital to the success of this program that you share all opinions about your experience. This information will be used to improve the software application running on the MIO scanners.

There are needed software updated that have been identified that will greatly improve on the process you'll be using. We appreciate your patience and support until these, and other improvements are made.

**During the pilot, if you have questions about the MIO and printer equipment, specifically issues with pairing the MIO and the printer:**

- email IMDAS Lead Team at [IMDASLeadTeam@usps.gov](mailto:IMDASLeadTeam@usps.gov)

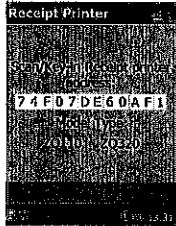
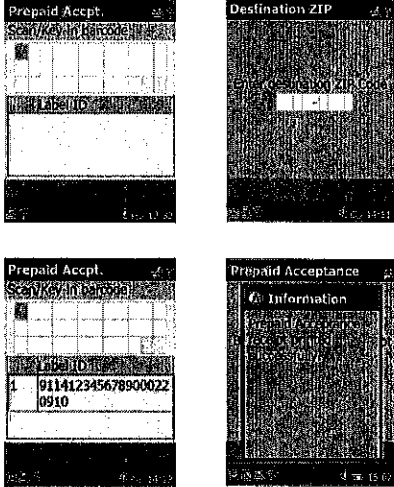
**During the pilot, if you have policy or procedural questions about scanning prepaid articles using the MIO device:**

- email RSS How To at [rshowto@usps.gov](mailto:rshowto@usps.gov)

## Supervisor Instructions

Important Steps	Key Points	Reason for Key Points
Assign Supervisor Role	<ol style="list-style-type: none"> <li>1. Log into RIMS SIT - <a href="https://rims-imdas-sit.usps.com//login.php">https://rims-imdas-sit.usps.com//login.php</a></li> <li>2. Select Config menu -&gt; Create IMD/MDD Sensitive Users</li> <li>3. Enter User, Employee ID and PIN information</li> <li>4. Set Supervisory Access = YES</li> <li>5. Click "Save" button</li> <li>6. Do Test Communication from the Scanner and Cradle Device</li> </ol>	<p>This step is for assigning an employee the supervisor role. Without the supervisor role the next step cannot be performed.</p>
Enable Receipt Printer on the MIO	<ol style="list-style-type: none"> <li>1. Log on the Supervisor Role</li> <li>2. Select #2 Configuration</li> <li>3. Select #8 Print Settings</li> <li>4. Select #4 Receipt Printer</li> <li>5. Answer "Yes" to Configure Printer</li> <li>6. Log off Supervisor Role (Press ESC four times)</li> </ol>	<p>In order to pair the printer and print customer receipts for pre-paid mailings this must be done. This step only needs to be performed on the MIO device that will be used to scan pre-paid articles</p>
Perform Printer Self-Test	<ol style="list-style-type: none"> <li>1. Ensure the ZQ110 Printer is powered off</li> <li>2. Hold down the Power and Feed buttons at the same time</li> <li>3. Continue to hold both buttons until you see the power light is on</li> <li>4. The printer will print a self-test report</li> <li>5. This report will contain the Bluetooth address which is contained in the barcode</li> <li>6. *The barcode MUST be saved as you will need this each day you login to the device and print pre-paid receipts</li> </ol>	<p>Without the printed barcode, you will be unable to pair the printer with the MIO</p>

## Clerk Instructions

Important Steps	Key Points	Reason for Key Points
Login	<ol style="list-style-type: none"> <li>1. Login into the MIO device</li> <li>2. Once you get to the User Role screen, select <b>4 - Clerk</b></li> <li>3. From the User Type screen, select <b>1 - In-Office</b></li> <li>4. Complete the next steps as normal until you get to the In-Office Menu</li> <li>5. Select <b>1 – Scan Barcode</b></li> </ol>	Cannot perform scans without this step
Complete Prepaid Transaction with Receipt	<ol style="list-style-type: none"> <li>1. From the In-Office Menu select <b>H – Prepaid Acceptance</b></li> <li>2. Does the customer want a printed receipt for this visit? Select <b>“Yes”</b></li> <li>3. <b>**The next screen will state “Receipt Printer”</b>. This is where you will be prompted to <b>“Scan/Key in the Receipt Printer address. This was printed in the “Perform Printer Self-Test” step above.</b></li> <li>4. <b>**The next screen will display two options, Select <b>ZQ110</b> and press “Enter”</b></li> <li>5. You are now ready to scan the Prepaid Mail Piece</li> </ol>	The printer and MIO must be paired to print receipts  
Scan Prepaid mail pieces	<ol style="list-style-type: none"> <li>6. Scan/Key in the barcode from the prepaid article</li> <li>7. Enter the destination ZIP Code then press <b>“Enter”</b></li> <li>8. The two steps above must be repeated for each prepaid article</li> <li>9. Review the entries for accuracy and then press <b>“Enter”</b></li> <li>10. You will see the Prepaid Acceptance receipt printed successfully screen</li> </ol>	
<p><b>*This functionality should be improved after the pilot with a software update.</b></p> <p><b>**You will need to pair your printer with the MIO device each time you log off, after its cradled and if it's rebooted.</b></p>		