

City Delivery updates



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As the Postal Service routinely conducts studies and explores new uses for existing technology, I think it's important to share its latest implementation and updates that we have received in City Delivery.

Managing Arrow Lock Key Accountability (MAL)

In August, the Postal Service notified me of its intent to implement a new process for managing arrow/modified arrow lock key accountability. In this process, Mobile Delivery Device-Technical Refresh (MDD-TR) and Mobile Delivery Device-In Office (MDD-IO)

scanners are used to transfer Arrow Key accountability by scanning employee identification badge and Arrow Key barcodes.

To receive or return an Arrow Key, a carrier would need to be logged into the MDD-TR, select the "Arrow Key Management" feature from the "On Street Menu" and select either the "Receive Key" or the "Return Key" option. Both options prompt a scan of the Arrow Key barcode and the employee ID badge of the accountable clerk or supervisor.

The MDD-TR provides workflow options for a carrier, clerk or management official to review the status of an Arrow Key through the "Look Up" feature, report an Arrow Key missing (e.g., "Lost" or "Stolen") or report an Arrow Key as damaged. A carrier can look up and report only on keys that they have checked out, while an accountable clerk or supervisor is able to track and report on all Arrow Keys at their facility.

In this new process, a carrier also can transfer an Arrow Key to another carrier by following the "Arrow Key Management" workflow and return a key without a clerk or supervisor being present. I have requested a meeting with the Postal Service to discuss these options, as they are in conflict with our handbooks and manuals.

Lastly, the "End Tour" timekeeping option is not available on the MDD-TR until a carrier completes the process of returning or transferring a key that the carrier has checked out, or until a carrier completes the process of reporting the key lost or stolen.

MDD software update 7.78

Also in August, USPS detailed an update to the MDD-TR, release 7.78. The software update includes enhancements related to certified mail processed into the Delivery Point Sequence (DPS) automated mail. Testing of these enhancements began on Aug. 14 in four Florida locations.

For this test, when certified mail has been processed into a route's DPS, the scanner will show a green "Certified Mail Pending" or "CMPend" icon in the top left corner after the carrier has completed the login process. The icon lists the number of certified pieces in the DPS for that day. As pieces are attempted or delivered, the remaining total will change to reflect the amount that is still pending.

A geofence alert from the MDD-TR notifies carriers as they approach a certified mail delivery point. A new "Certified Mail Incomplete" or "CMIIncomp" icon will appear on the scanner once the geofence for the delivery point has been broken. This icon lists the number of certified pieces for the address and will remain until a delivery attempt has been completed.

This update further includes a "Certified Lookahead" feature that displays the list of certified items contained in the day's manifest for an assignment, as well as a "Certified Mail Review" feature containing a workflow for carriers to provide the status of certified items. With the review feature, carriers can enter a reason they may not have been able to attempt delivery of a certified item listed in the scanner's manifest. Carriers also can scan and deliver a certified item they received separately from their DPS through the review feature by identifying it as an extra certified mailpiece. The MDD-TR automatically prompts a carrier to complete a certified mail review when the "End Tour" option is selected from the timekeeping feature; however, completion of the review is not required for the carrier to end their tour.

City carriers should perform their duties as outlined in the *M-41* and follow the instructions of management. However, if the instructions you receive appear to violate the *M-41*, you should inform your local union representative and, if appropriate, file a grievance. My staff and I will continue to monitor these initiatives and provide updates to the membership.

As always, I want to thank all letter carriers for the excellent service you provide to every customer every day.