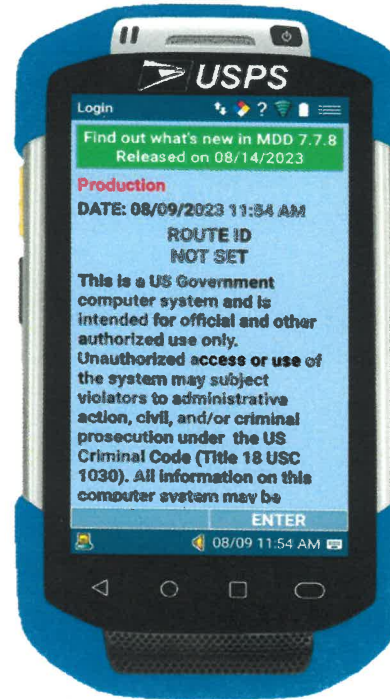


# MDD-TR Release Service Talk

## MDD TR Release 7.78

Pilot: 8/14/2023

- Add Certifies in DPS to MDD TR
- Improve Arrow Key Accountability



# Certified Mail

## Background

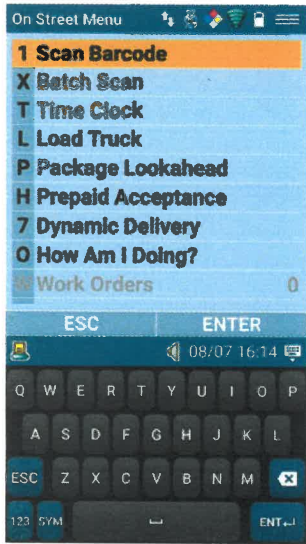
Certified mail is being delivered without getting a signature or a delivery scan. This is resulting in excessive refunds occurring for failure to provide the requested service.

## Changes on MDD

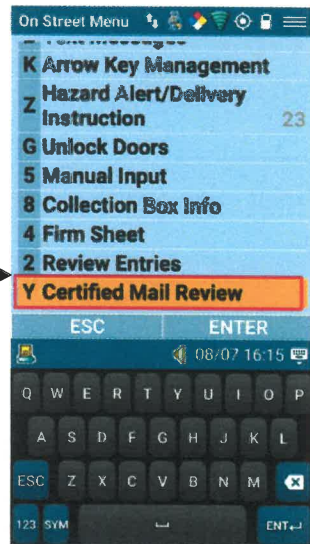
Add certifies in DPS to our MDD-TR for carrier awareness/alerts. The source would be the carrier manifest from MHTS.

- Add a Certified Mail (CM) reminder on Scan barcode. Clicking on the Certified Mail reminder will bring the Certified Mail Lookahead page, with certified mail labels and addresses listed.
- Carriers would get notification as they approach a certified mail delivery point. An alert would remind the carrier to get a signature on the 3811 form if attached.
- A CM Remaining tile will be added onto the How Am I Doing metrics. When selecting the tile, the scanner will provide the details of the certifies that have not been delivered.
- Option of Certified Mail Review is added to the On Street menu to allow carrier to offer feedback for failed or extra certified mail deliveries. Carriers will also be reminded to review the certified mail upon registering the End Tour.

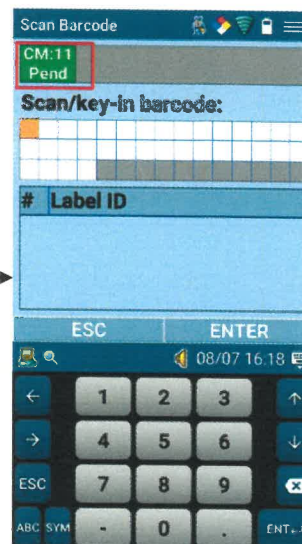
# Certified Mail Geo Alert



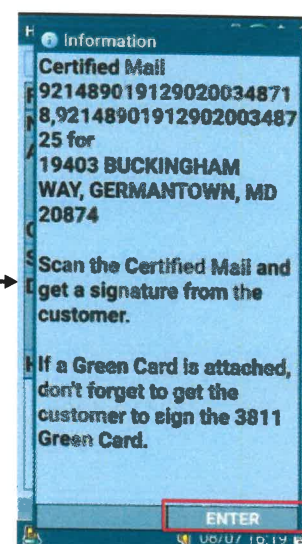
Follow normal login process and land on On Street Menu



New menu option Hotkey Y. "Certified Mail Review" added to the menu at the bottom



Scan Barcode screen will now show a "CMPend" reminder tile if there is certified mail to be delivered for the login route



Geofence alerts for Certified Mail items will be triggered upon approach to the mailbox, with the buffer defined by the AMS record for the address. User can dismiss the pop up by pressing ENTER



A new tile "CMIncmp" will become visible once the geofence has triggered, but the item has not been scanned yet.

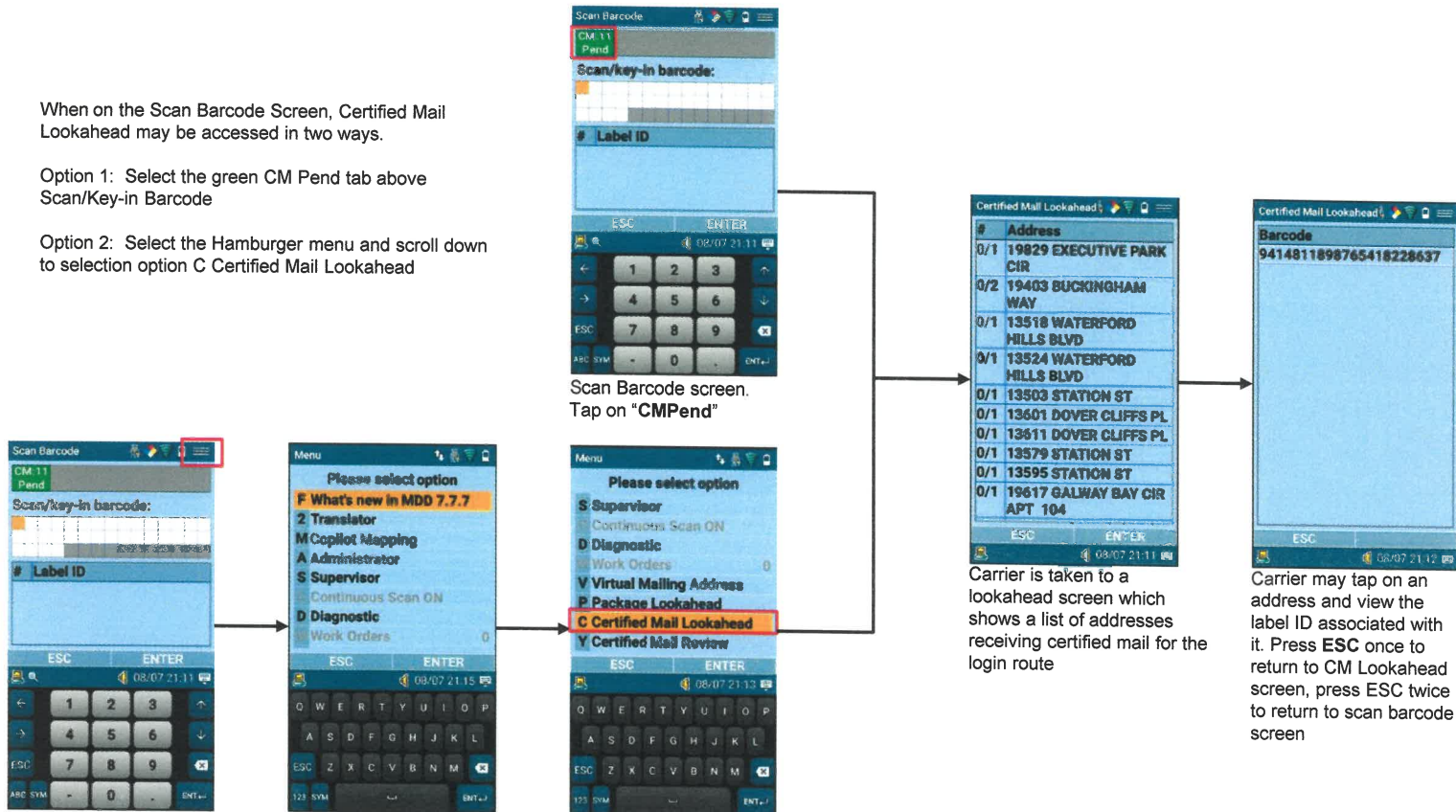
**Note:**  
**Incomplete (Red):** These are Certified Mail items where the geofence has triggered, but the item has not been scanned yet.  
**Pending (Green):** These are Certified Mail items that have not been approached yet on the route. Certified Mail reminders are not available to Rural Carriers

# Certified Mail- Certified Lookahead

When on the Scan Barcode Screen, Certified Mail Lookahead may be accessed in two ways.

Option 1: Select the green CM Pend tab above Scan/Key-in Barcode

Option 2: Select the Hamburger menu and scroll down to selection option C Certified Mail Lookahead



Scan Barcode screen. Tap on "CMPend"

Carrier is taken to a lookahead screen which shows a list of addresses receiving certified mail for the login route

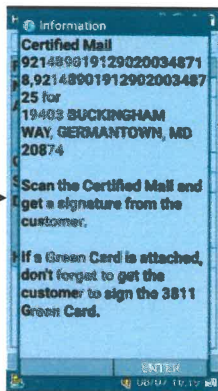
Carrier may tap on an address and view the label ID associated with it. Press ESC once to return to CM Lookahead screen, press ESC twice to return to scan barcode screen

User can also tap on the hamburger menu (top right) to access hotkey C. Certified Mail Lookahead. As shown in the next 3 screenshots

# Certified Mail- Certified Mail Look Ahead



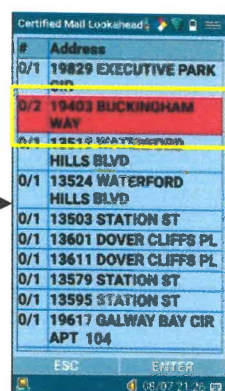
Scan Barcode screen will now show a "CMPend" reminder tile if there is certified mail to be delivered for the login route



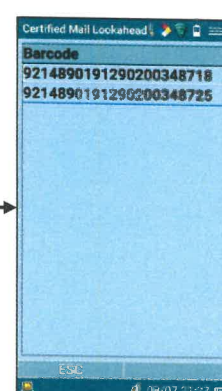
Geofence alerts for Certified Mail items will be triggered upon approach to the mailbox, with the buffer defined by the AMS record for the address. User can dismiss the pop up by pressing ENTER



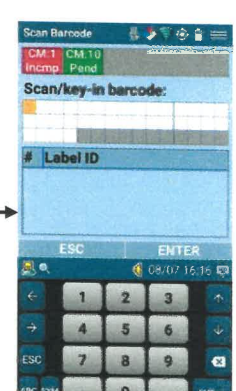
A new tile "CMIncmp" will become visible once the geofence has triggered, but the item has not been scanned yet.



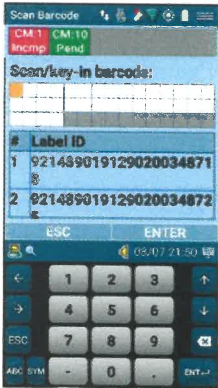
Tapping on the CMIncmp tile will bring user to the lookahead screen. The stop which was triggered will be highlighted in red



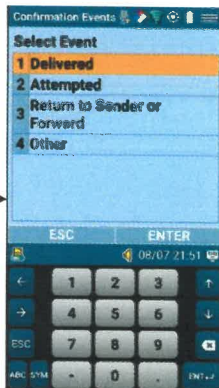
Press ESC once to return to Certified Mail Lookahead screen, press ESC twice to return to scan barcode screen



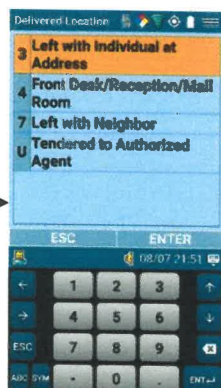
# Certified Mail- Certified Mail Look Ahead



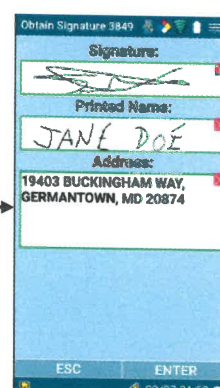
Scan triggered Certified Mail label



Select confirmation event



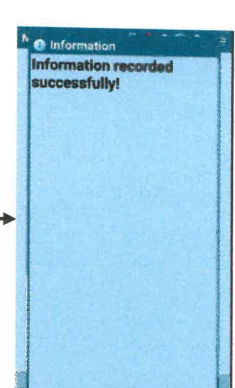
Select delivered location



Carriers are to capture customer's signature



Modify ZIP if needed or Press ENTER



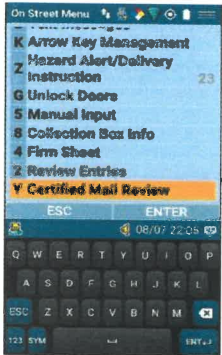
Information recorded successfully



User returns to scan barcode screen. CM Incmp tile is no longer present. Delivered stop is removed from Certified Lookahead list



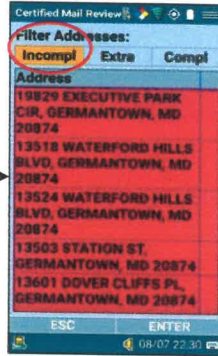
# Certified Mail Review- Incomplete Certifies



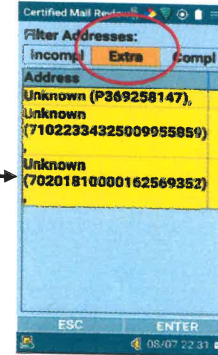
Select Hotkey Y.  
Certified Mail Review



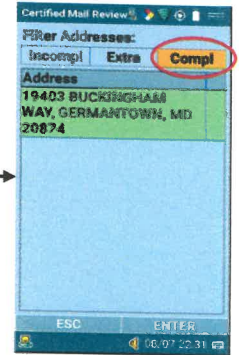
List of addresses not yet delivered is shown in red



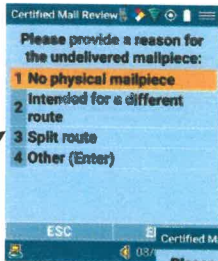
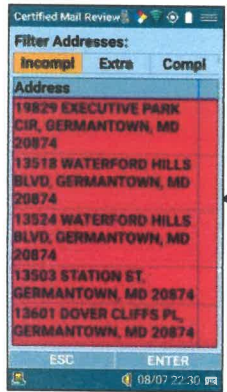
User can narrow down the list by tapping on one of the 3 filters



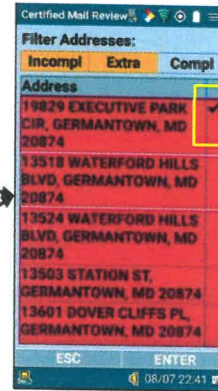
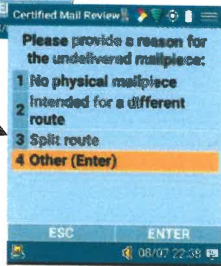
Extra certified mail delivered will show in yellow (not part of manifest)



Completed tab will show completed stops in green



User can select any one of the four options. When option 4 – Other is selected, User can manually enter detailed comments.



Successfully reviewed address will now show a check mark

**Note:**

- Incompl:** Incomplete deliveries;
- Extra:** Extra certified mail delivered, not part of the manifest;
- Compl:** Completed deliveries

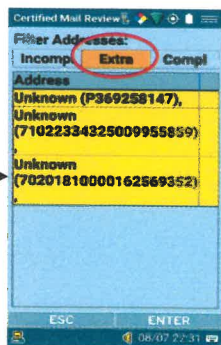
# Certified Mail Review- Extra Certifies



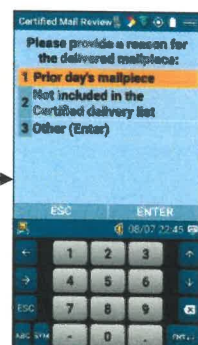
Select Hotkey Y.  
Certified Mail Review



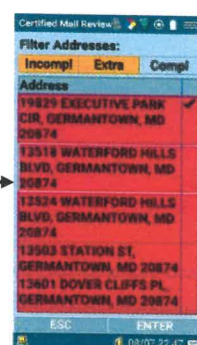
Certified Mail Review list shown



Extra certified mail delivered shown in yellow. Tap on a label ID to provide reason



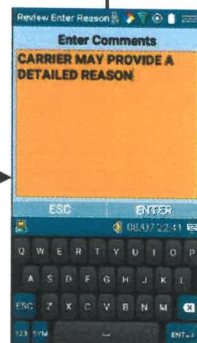
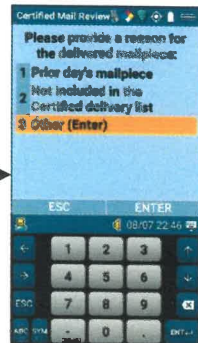
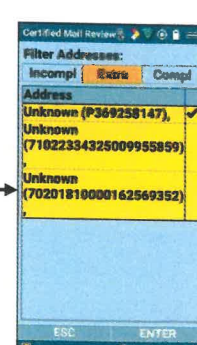
Select a reason from the list or use option 3 Other to type a detailed response



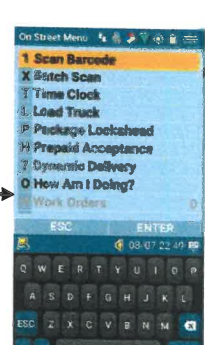
Scanner returns to review list



Scroll down to see check mark or use the "Extra filter" to confirm successful review. Press ESC to return to the On Street Menu

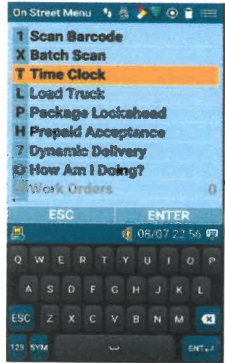


Type detailed response and press ENTER

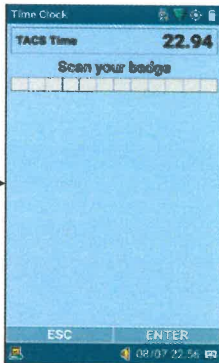




# Certified Mail Review- End Tour



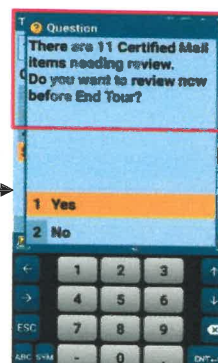
Select Time Clock



Scan employee badge



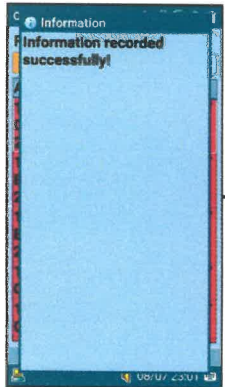
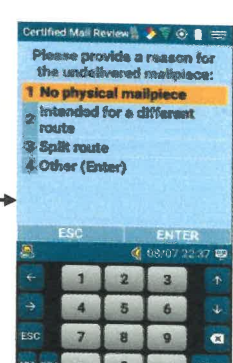
Select option 5. End Tour



New prompt asking user to review. Press YES to review or NO to continue with End Tour



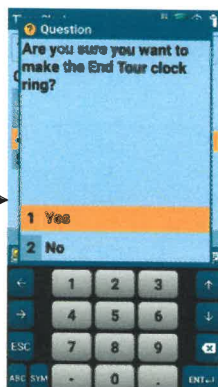
List of addresses requiring review is shown. User can tap on each address and provide a reason.



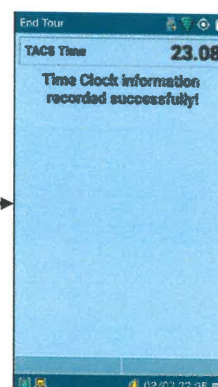
Pop up shown once all addresses are reviewed.



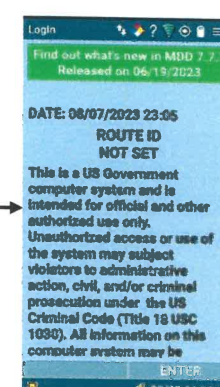
Scanner returns to the review list screen. Press ESC



Prompt asking user to confirm End Tour. Press YES

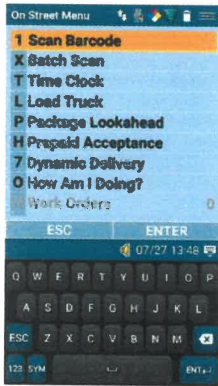


Success!

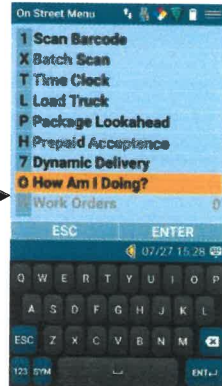


User is logged out

# Certified Mail Review- How Am I Doing



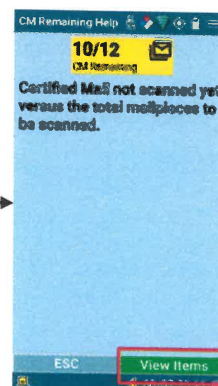
On Street Menu



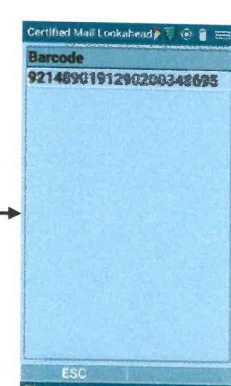
Select option O.  
How Am I Doing?



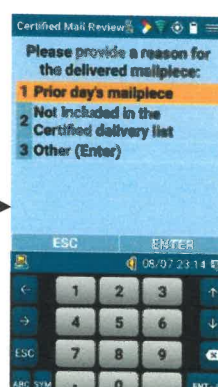
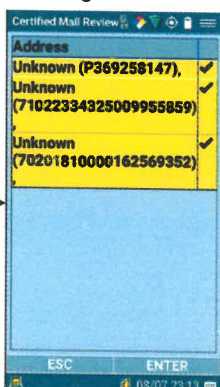
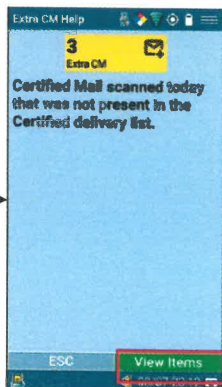
Two new tiles are added to the scorecard. **CM Remaining** and **Extra CM**



Tap on **CM Remaining**; a description of the tile is shown along with **View Items**, a shortcut to **CM Lookahead**



Scorecard shown.  
Tap on **Extra CM** tile



## What the Different Colors Signify

### CM Remaining

- Green:** All certifies for the login route have been scanned/processed
- Yellow:** At least one certified left without scan
- Red:** Nothing has been done
- Blue:** N/A. No certify manifest file

### Extra CM

- Green:** No extra certified mail is processed
- Yellow:** At least one extra certified mail piece is processed

# Certified Mail Review- RIMS

Carrier response is uploaded to RIMS at the end of the day via LAN. If LAN is not available at the time, data is sent OTA after midnight.

## Certified Mail Failure Report

Note: Custom reports may take a long time to process and render.

SYSTEM ID: 
 ROUTE ID: 
 EMPLOYEE ID: 
 LABEL ID: 
 REASON:

START DATE: 
 STOP DATE: 
 SORT: 
 descending

Results: Viewing items 1-20 of 20.

SYSTEM ID	REPORT DATE	ROUTE ID	EMPLOYEE ID	LABEL ID	EVENT DATETIME	REASON
SYS33492	2023-08-07 00:00:00	0874C004	0000000960	4208001499989202890128863822446899	07-AUG-23 11:15:46 PM	Prior day's mailpiece
SYS33492	2023-08-07 00:00:00	0874C004	0000000960	9214890191290200348718	07-AUG-23 10:53:02 PM	Prior day's mailpiece
SYS33492	2023-08-07 00:00:00	0874C004	0000000960	9214890191290200348725	07-AUG-23 11:15:01 PM	Not included in the Certified delivery list
SYS33492	2023-08-07 00:00:00	0874C015	0000000960	70201810000162569352	07-AUG-23 10:59:11 PM	Prior day's mailpiece
SYS33492	2023-08-07 00:00:00	0874C015	0000000960	71022334325009955859	07-AUG-23 10:59:08 PM	Not included in the Certified delivery list
SYS33492	2023-08-07 00:00:00	0874C015	0000000960	71022334325009955859	07-AUG-23 11:14:34 PM	Not included in the Certified delivery list
SYS33492	2023-08-07 00:00:00	0874C015	0000000960	9214890191290200348695	07-AUG-23 10:58:47 PM	Split route
SYS33492	2023-08-07 00:00:00	0874C015	0000000960	9214890191290200348701	07-AUG-23 10:58:43 PM	Intended for a different route
SYS33492	2023-08-07 00:00:00	0874C015	0000000960	9214890191290200348732	07-AUG-23 10:58:54 PM	Split route
SYS33492	2023-08-07 00:00:00	0874C015	0000000960	9214890191290200348749	07-AUG-23 10:58:52 PM	Intended for a different route
SYS33492	2023-08-07 00:00:00	0874C015	0000000960	9214890191290200348749	07-AUG-23 10:59:46 PM	Split route
SYS33492	2023-08-07 00:00:00	0874C015	0000000960	9214890191290200348756	07-AUG-23 10:58:56 PM	Split route

# Improve Arrow Key Accountability

## Background

The Arrow Key check out process is being updated to improve daily key tracking and accountability.

## Changes on MDD

The Arrow Key Management enhancement will:

- Provide an alert when a key barcode has previously been scanned to prevent duplicate scans when Arrow keys are “checked out.”
- Add an alert pop-up message, “Validate barcode to Arrow key serial number.”
- Update the Arrow Key Accountable Records report to reflect when a carrier checks-in a key “without clerk-supervisor.”

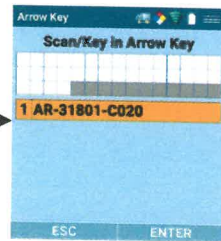
# Arrow Key Management- Receive Key



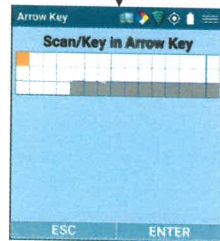
Log into MDD TR.  
From on street menu, select **K. Arrow Key Management**



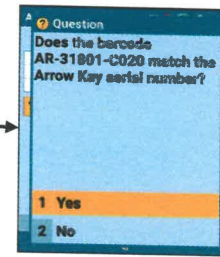
Arrow Key menu appears. **Select 1. Receive Key**



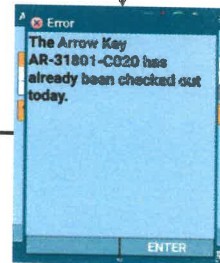
User selects the Arrow Key barcode listed.



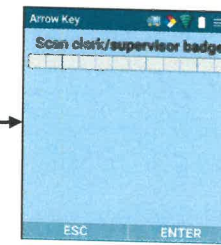
If no arrow key inventory was downloaded, the list of Arrow Key barcodes will not display.



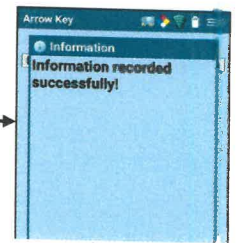
**NEW: Question appears, select YES to proceed or NO to return to previous screen.**



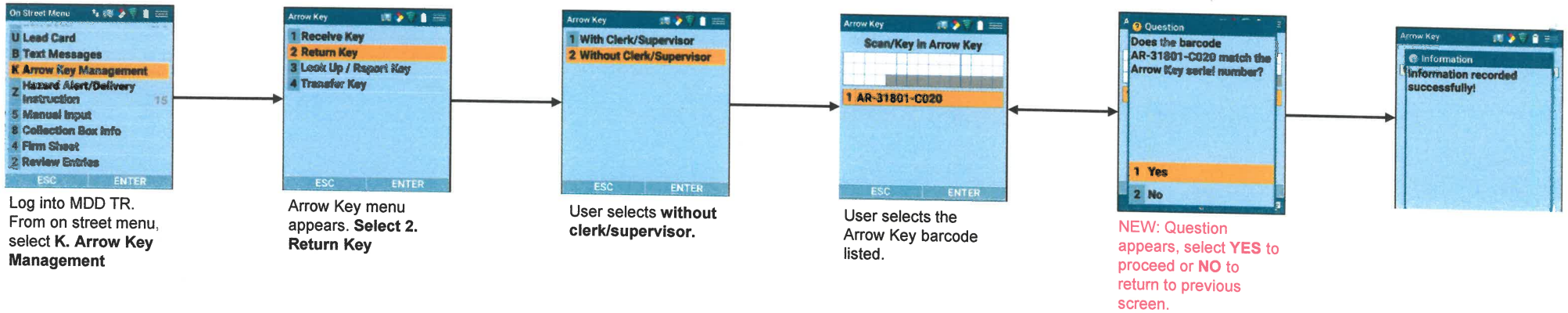
**NEW: Error appears if user attempts to check out arrow key that is already checked out. Press ENTER to return to previous screen.**



Scan clerk/supervisor badge.



# Arrow Key Management- Return Key Without Clerk/Supervisor



## RIMS – Special > Arrow Key Accountable Records

When a carrier checks-in a key “Without Clerk/Supervisor”, it needs to be displayed on Arrow Key Accountable Records report and Inventory Log.

### Arrow Key Accountable Records

Key Barcode	Employee ID	Employee Name	Route ID	Start Date	Stop Date
				07/18/2023	07/18/2023

Search Clear

Results: Viewing items 1-2 of 2.

Key Barcode	EVENT DATETIME	Key Status	From Employee ID	From Employee Name	To Employee ID	To Employee Name	Comment	Facility ID	Route ID	Device ID	Creation Datetime
AR-31801-C020	18-Jul-23 09:21:48 AM	IN	0000002558	JOSE MENDOZA		<b>WITHOUT CLERK/SUPERVISOR</b>		1356016	0017C020	D013A03512	18-Jul-23 08:21:58 AM
AR-31801-C020	18-Jul-23 08:57:07 AM	OUT	0000002345		0000002558	JOSE MENDOZA		1356016	0017C020	D013A03512	18-Jul-23 07:57:17 AM

Results: Viewing items 1-2 of 2.