

INTERNAL SERVICE PERFORMANCE MEASUREMENT ON-STREET FIRST MILE SAMPLING PROCESS

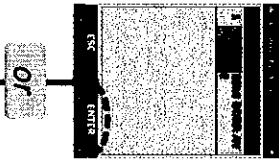
COLLECTION

1. Scan CPMS barcode. MDD vibrates and generates audio alert chime and voice prompt.

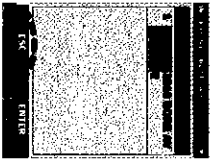


Audio Alert:
"You have a
Collection Sampling
Request for
2810 DORR AVE."

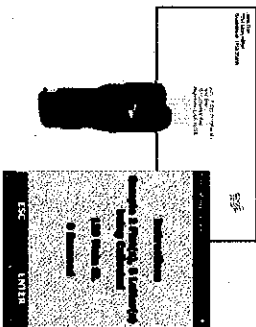
2a. Work Order appears, requesting sampling from collection box. Press ENTER to initiate Work Order.



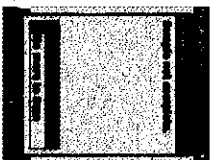
2b. If you need to postpone scanning, press ESC to exit the Work Order.



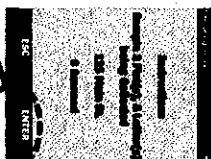
3. From the Sampling Screen, scan letters and flats (up to number requested).



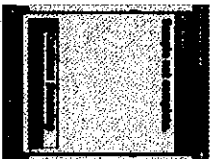
5a. If additional mailpieces to scan, select "1 - Continue Scanning."



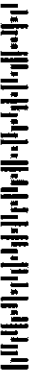
4. Press ENTER when complete or if no pieces to scan.



5b. If no mailpieces or no additional mailpieces to scan, select "2 - No more to Scan."



BARCODES



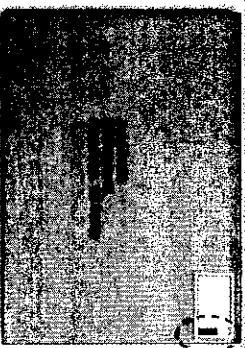
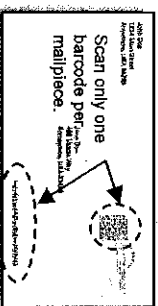
IMb™

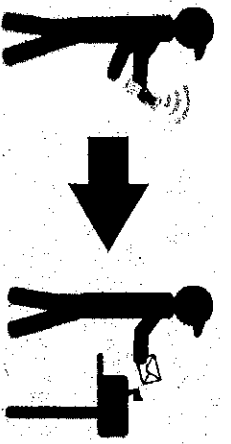
Intelligent Mail Barcode™
for letters and flats



IBI™

Information-Based Indicia™

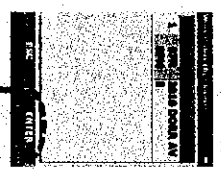
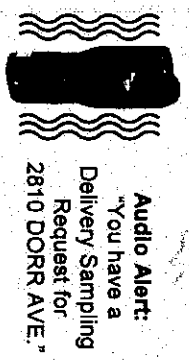




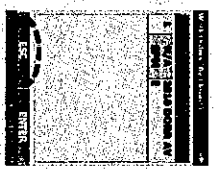
INTERNAL SERVICE PERFORMANCE MEASUREMENT ON-STREET LAST MILE SAMPLING PROCESS

DELIVERY

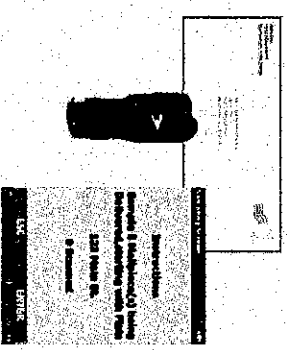
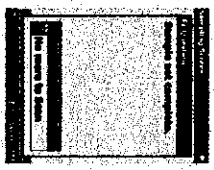
- 1.** Carrier moves along route and receives prompt in the form of a vibration, chime, and voice alert.
- 2a.** Work Order appears, requesting sampling from delivery point. Press ENTER to initiate Work Order.
- 3.** Confirm if address is on route.
- 4.** From the Sampling Screen, scan letters and flats (up to number requested).
- 5.** Press ENTER when complete or if no pieces to scan.



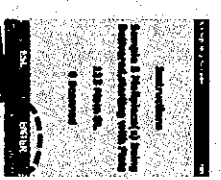
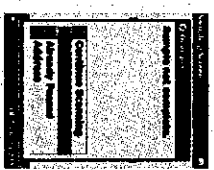
2b. If you need to postpone scanning, press ESC to exit the Work Order.



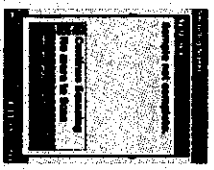
6a. If additional mailpieces to scan, select "1 - Continue Scanning."



6b. If no mailpieces or no additional mailpieces to scan, select "2 - No more to Scan."



6c. If already delivered mail to address, select "3 - Already Passed Address."

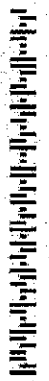


BARCODES



IMB™

Intelligent Mail Barcode™
for letters and flats



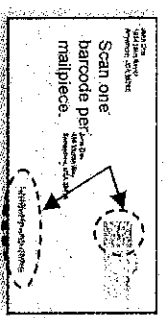
FICS™

Flats ID Coding System™



IBI™

Information-Based Indicia™



FREQUENTLY ASKED QUESTIONS (FAQs)

Informed Visibility Internal SPM Sampling for On-Street Carriers

About the Program

1. What is Informed Visibility (IV)?

IV is a key component of the Delivering Results, Innovation, Value, and Efficiency (DRIVE) initiative Roadmap to Leverage Technology and Data to Drive Business Value. IV is an enterprise-level system that provides USPS and the mailing community "real-time," comprehensive, transparent, and cost-effective access to all mail visibility data and analytical tools to optimize operational efficiencies and generate information-rich reporting solutions that provide new opportunities to enhance, expand, and create new products and services.

2. What is Service Performance Measurement (SPM)?

SPM is measurement of the speed and reliability of mail services. USPS measures letters, flats, and parcels from collection to delivery; determines service scores; and then applies the data to provide timely, reliable, accurate, and secure mail services to customers.

3. What is Internal SPM Sampling? How does IV help with Internal SPM Sampling?

Internal SPM Sampling is an initiative to have Postal employees scan some mailpieces at collection and delivery points to capture service performance information. Through SPM Sampling, all mail is measured, and reliance on third-party reports is reduced. IV leverages Mail Visibility to provide a single, consolidated measurement system for single-piece and presort mail. IV also provides the capability for same-day service scores and diagnostic data to help remediate delays in mail processing and transportation.

4. Why is the Postal Service conducting Internal SPM Sampling?

SPM Sampling allows for the collection of data on First Mile and Last Mile performance in an effort to improve service for USPS customers. First Mile data helps identify operational issues between collection and the first sorting operation, while Last Mile data helps identify operational issues between the last sorting operation and final delivery.

5. What do carriers need to do for Internal SPM Sampling?

Carriers should take their Mobile Delivery Devices (MDDs) on routes. Carriers receive randomly generated sampling requests for specific collection points and delivery points on their routes via their MDDs. Carriers should then scan the indicated number of mailpieces to comply with the sampling request to ensure data is captured.

For collection, alerts are triggered by scanning the CPMS barcode inside a collection box. For delivery, alerts are triggered by geographic location, meaning carriers receive the alerts as they approach specific delivery addresses.

6. What do supervisors need to do for Internal SPM Sampling?

Most importantly, supervisors need to ensure they provide SPM Sampling training to carriers. Supervisors should escalate any questions or concerns as needed. In addition, reports are provided regarding missed sampling requests so that supervisors can help ensure compliance with the sampling requests.

Supervisors should also ensure their MDDs have the latest software update to receive SPM sampling requests. This update is pushed to the MDDs when they are cradled each evening. Therefore, supervisors should ensure MDDs are cradled each evening. Please see question 18 for instructions to check the MDD software version.

7. Who can receive sampling requests?

All city carriers, rural carriers, Contract Delivery Service (CDS), and Highway Contract Routes (HCRs) can receive sampling requests.

8. How is SPM Sampling completed at Post Office (PO) Boxes, on-site blue collection boxes, and lobby chutes?

In offices, clerks use Intelligent Mail Devices (IMDs) for sampling at PO Boxes, on-site blue collection boxes, and lobby chutes.

9. How can supervisors know if carriers complied with sampling requests?

Supervisors can view the results of SPM Sampling through 1) the SPM Sampling Metrics and Detail Reports on the IV web application (*City and Rural*) or 2) the daily SPM Sampling workbook (*Rural only*).

1) The SPM Sampling Metrics and Detail Reports on the IV web application provide the aggregate results of SPM Sampling with the ability to drill down to Route- and Employee-level information. To access these reports:

1. Request access to the IV web application in eAccess:
 - a. On the **Request Access** tab within eAccess, select **Application**.
 - b. Search for and select "Informed Visibility."
 - c. On the request form, for **Type of Access**, select **General User**.
 - d. Click **Next**.
 - e. Review the request, and click **Submit**.
2. Once your access is approved, log into IV:
 - a. Type "IV" in your web browser or go to <https://iv.usps.gov>.
 - b. Log in using your ACE ID and password.
3. Navigate to the reports by doing the following:
 - a. Click the Main Menu icon in the top left corner.
 - b. Click **Service Performance Measurement > Sampling**.
 - c. Select either the Sampling Metrics or Sampling Detail Report.

2) The daily SPM Sampling workbook provides data for Rural routes and HCRs. Please note that ONLY triggered requests are shown. The workbooks are posted at the following site:

http://blue.usps.gov/delret/L4RuralDel_SPM.htm

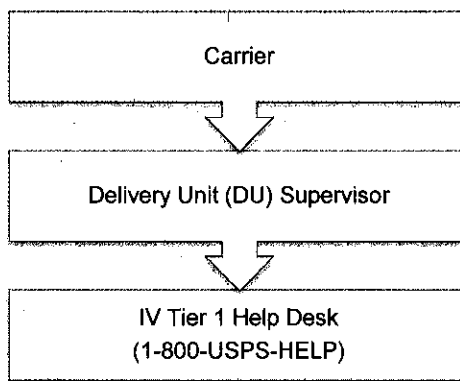
10. What training resources are available regarding SPM Sampling?

In addition to these FAQs, the following materials are available and can be found on USPS Blue at <http://blue.usps.gov/delret/L2DelvryOps.htm>:

- *Internal SPM Sampling for Carriers Service Talk*
- *On-Street Sampling Process Job Aids/Posters*
- *Internal SPM Sampling Program Educational Awareness Video*
- *Scan Flats Before Letters Service Talk*
- *Route ID Compliance Service Talk*
- *Barcode Scanning Priority Service Talk*

UPDATED 11. Whom should I contact if I have questions or concerns?

Please direct questions and concerns as indicated in the escalation hierarchy below:



Follow these steps to contact the IV Tier 1 Help Desk:

1. Call 1-800-USPS-HELP (1-800-877-7435).
2. When prompted, say "Technical Assistance."
3. When asked to select an application, system, or product, say "Informed Visibility."
4. Press 1 to select the option for Service Performance Measurement.
5. When prompted, enter your 8-digit Employee ID Number (EIN). You are then connected with the Tier 1 Help Desk.

When contacting the IV Tier 1 Help Desk, please be ready to provide as much of the following information as possible:

- Facility name and facility ZIP code
- Device type: IMD or MDD
- Sampling location: In-office or on-street
- Sampling type: Collection or Delivery
- Route ID(s)
- IMD/MDD serial numbers/device IDs
- Date and time of issue
- Detailed description of issue

Notes:

- For questions pertaining to MDD hardware and software issues not related to SPM Sampling, please contact the MDD Help Desk at 1-800-USPS-HELP (1-800-877-7435).
- For issues with an MDD screen freezing, please contact the MDD Help Desk.
- If you have general feedback about IV, please send an email to IVFeedback@usps.gov.

Receiving Sampling Requests

12. When and how do carriers receive sampling requests?

For collection, sampling requests trigger after scanning the CPMS barcode inside the collection box. For delivery, sampling requests trigger when the MDD is within a certain radius of the sampling location AND the carrier-entered route ID in the MDD matches the route ID in the SPM data file on the device.

When a sampling request is received, the Work Orders screen appears on the MDD. The MDD also vibrates, makes a chime sound, and gives a voice alert that there is a sampling request.

13. Can carriers receive alerts while driving?

When a carrier is traveling more than 5 mph, sampling requests do not alert. If the carrier passes an address with a sampling request, the MDD alerts when the vehicle comes to a stop.

Note: If a carrier is notified of a sampling request while his or her vehicle is in motion, the carrier should wait until fully stopped at the next delivery point before processing the Work Order.

14. If a carrier has a hearing impairment, how is he or she alerted to a sampling request?

When a sampling request is received, the MDD vibrates. The MDD also chimes, gives a voice alert, and displays the Work Order screen.

Although the vibration feature has been added, Delivery Operations HQ understands that a carrier may not feel it. Therefore, Delivery Operations HQ has instructed that no negative action should be taken for an employee who misses a sampling Work Order because of a hearing impairment. If the carrier misses a Work Order, the carrier should notify his or her supervisor upon returning to the office.

15. Before starting the daily route, can a carrier or supervisor find out which addresses and collection boxes will have sampling requests that day?

No. Sampling requests are generated randomly, so there is no way to know about a sampling request until after scanning the CPMS barcode (for collection) or after approaching the sampling location (for delivery).

16. Why might a carrier not receive a programmed sampling request?

The following situations could prevent a carrier from receiving sampling requests:

- **Geolocation of address:** If the latitude/longitude recorded in the system is not centered on the delivery point, the MDD may not trigger.
- **MDD route ID:** The carrier must enter the correct and current route ID into the MDD. The MDD only receives delivery sampling requests for the entered route ID.
- **MDD software version:** MDDs need the latest software update to receive sampling requests. This update is pushed to the MDDs when they are cradled each evening. Please see question 18 for instructions to check the MDD software version.

17. If the MDD has a weak cellular or GPS signal, can the carrier receive sampling request alerts? Can the MDD transmit the data to RIMS?

If the MDD has a weak cellular signal, the MDD may not be able to transmit data to RIMS. However, this should not prevent the carrier from receiving sampling request alerts.

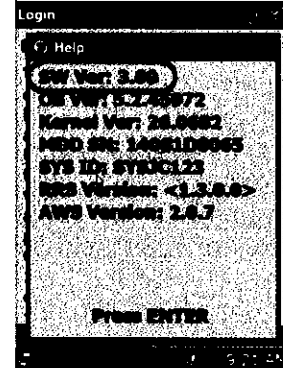
If the MDD has a weak GPS signal, the carrier may not be able to receive sampling request alerts.

18. What software version do the MDDs need in order to receive sampling requests? How can the MDD software version be verified?

To receive sampling requests, the MDD should be updated to the latest version.

Follow these steps to check the MDD software version:

1. Remove the MDD from the cradle.
2. At the Login screen, press and hold the red button and press the H key OR tap the question mark icon in the upper-right corner of the screen.
3. The MDD software version displays.



Note: To confirm the latest software version, or if an MDD does not have the correct software version, please contact the MDD Help Desk at 1-800-USPS-HELP (1-800-877-7435).

19. Can a carrier receive sampling requests for addresses or collection boxes that are not on his or her route?

For collection, sampling requests only trigger after scanning the CPMS barcode, so a carrier **cannot** receive requests for another route.

For delivery, a carrier only receives alerts for the route ID entered in the MDD.

20. How many sampling requests can carriers receive on a given day? Are there limits for the number of sampling requests that can be received?

For delivery, carriers may receive zero, one, or more sampling requests per day. The maximum number of times a carrier route can be selected for sampling is configurable. The current settings are that an individual carrier route may have a **maximum** of 5 delivery sampling requests per day, 30 delivery sampling requests per week, and 300 delivery sampling requests per quarter.

For collection, the average number of collection boxes targeted per day per district is about 195. There are not maximum limits to the number of collection boxes a particular employee or route can receive each day.

21. If a carrier is working a pivoted route, does he or she need to change the route ID in the MDD so the MDD can receive sampling requests?

Yes, if a carrier is working a pivoted *delivery* route, it is important that the carrier change the route ID in the MDD to match whatever route he or she is current working. The MDD only alerts for the route ID entered in the MDD. Therefore, it is important to keep the route ID updated to be able to receive delivery sampling requests.

22. Can a carrier receive multiple alerts for one sampling request? If a carrier postpones a sampling request, will he or she receive another alert?

For collection boxes, a carrier only receives an alert upon scanning the CPMS barcode.

For delivery, a carrier may receive additional alerts whenever he or she leaves and re-enters the geofence for the sampling location. For example, Barbara drives past 123 Maple Street, which has a sampling request. She receives the alert when she parks her vehicle at the end of the street to begin a park and loop. She postpones the sampling request for later. After finishing the even side of the street, Barbara crosses over to the odd side of the street and receives another alert for 123 Maple Street as she approaches the house.

Note: If a carrier postpones a sampling request but stays within the geofence for the sampling address OR leaves the geofence without re-entering, the carrier will **not** receive another sampling request for that address.

Postponing and Retrieving Sampling Requests

23. What should a carrier do if the MDD alerts but he or she is not yet ready to process the sampling request?

To postpone a sampling request from the Work Order screen, press **ESC** to return to the previously displayed screen.

24. How can a carrier retrieve a sampling request after postponing it?

From the On Street menu, press the **W** key OR scroll down the menu, select **W – Work Orders**, and press **ENTER**.

Note: The **W – Work Orders** option is only available from the On Street menu if there is an active Work Order on the MDD. If there are no other Work Orders on the MDD, this menu option is hidden.

Processing Sampling Requests

25. What should a carrier do after receiving a sampling request?

For delivery, the carrier should wait to process the sampling request until he or she has arrived at the sampling address indicated in the Work Order. A carrier should **not** process a Work Order while his or her vehicle is in motion.

To process the sampling request Work Order, the carrier should follow these general steps:

1. Initiate the Work Order to begin the sampling process.
2. For delivery, confirm if the address is on the current route.
3. Scan **up to** the number and type of mailpieces indicated in the Work Order.
4. Close the Work Order by confirming that scanning is finished, there are no pieces to scan or no additional pieces to scan, or the carrier has already passed the address.

Note: For delivery, the carrier should **not** initiate the sampling request Work Order until he or she has reached the delivery point. If the carrier initiates the Work Order prior to reaching the delivery point, he or she should postpone and retrieve the Work Order upon reaching the delivery point.

For more details, see the *SPM Sampling Service Talk* and *Sampling Request Process Poster*.

26. What types of mail should a carrier scan?

Carriers should scan flats and letters **for the address specified** in the Work Order. For delivery, carriers should only scan mail being delivered **that** day. For collection boxes, carriers should only scan mail being collected **that** day.

Carriers should **not** scan mailpieces being collected at delivery points. Carriers should **not** scan mailpieces for an address besides the one specified in the Work Order.

27. How should the carrier scan the mailpieces? Does the carrier need to open the Scan Barcode screen?

The carrier should scan while the Sampling Screen is displayed by pressing the green **SCAN** button. The carrier should **not** open the Scan Barcode screen to scan mailpieces for these sampling requests.

28. Should carriers scan any mail they collect at delivery points?

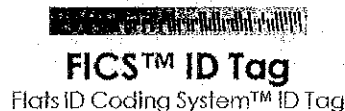
No. If carriers receive sampling requests at delivery points, the carriers should only scan mail being delivered – **not** being collected – up to the specified sampling amount.

29. Can the MDD tell the difference between a flat and letter being scanned?

There is no way for the MDD to know if a scanned barcode is associated to a letter or a flat. The measurement system can determine if a letter or flat was scanned based on information received from electronic documentation or mail processing equipment (MPE).

30. What types of barcodes can carriers scan? How many barcodes should a carrier scan per mailpiece?

Carriers can scan any of the following barcodes:



Carriers should only scan one barcode per mailpiece.

31. How many items should a carrier scan for a sampling request?

The Work Order displays the number of flats, letters, or mailpieces to scan for the specified address. The carrier should scan **up to** the number of mailpieces displayed.

Note: If the carrier does not have as many mailpieces to scan as requested, the carrier should **not** scan mailpieces for another address or mail delivered on a previous day. Carriers should also **not** scan mailpieces being collected at a delivery point.

32. Does the MDD provide a warning if the carrier scans more than the number of mailpieces requested in the sampling request?

Yes, there is a scan ceiling to prevent an excess number of scans. If a carrier scans four mailpieces more than requested, an error message appears. The carrier should press **ENTER** to close the message and complete the Work Order.

Sampling Situations

33. What should a carrier do with the mailpieces after scanning them? Should carriers treat scanned mailpieces in a special way?

No, carriers should deliver or collect the mailpieces as appropriate, not hold them out or treat them differently.

34. What should a carrier do if there are not as many mailpieces to scan as requested?

The carrier should scan as many pieces as possible, **up to** the number requested. Then, the carrier should press **ENTER**, and then select **2 – No more to Scan**.

Note: The carrier should **not** scan mailpieces for another address or mail delivered on a previous day. Carriers should also **not** scan mailpieces being collected at a delivery point.

35. What should a carrier do if the barcode is damaged or will not scan?

The carrier should treat the mailpiece as a non-barcoded item and try to scan another mailpiece if available.

36. What should the carrier do if the alert does not trigger until after the carrier delivers the mail?

The carrier should **not** backtrack or pull the mail out of the box for sampling. This could result in scanning mail delivered on a previous day, which would provide incorrect data for the delivery measurement.

If an alert does not trigger until **after** the carrier has delivered the mail, the carrier should:

1. From the Work Orders screen, initiate the Work Order by pressing **ENTER**.
2. On the Sampling Screen, press **ENTER**.
3. When prompted that the sample is not completed, select **3 – Already Passed Address** to close the Work Order.

Note: The "Already Passed Address" option is not available for collection sampling requests.

37. Why does the MDD sometimes alert AFTER the carrier delivers the mail?

For delivery, sampling requests trigger when the MDD is within a certain radius of the sampling location. If the delivery location coordinates recorded in the system do not quite match the physical delivery address coordinates, the MDD may trigger at a nearby location instead of triggering at the specific delivery address.

38. What should the carrier do if the Work Order triggered, but the carrier forgot to do the sampling?

If a Work Order alerted, but the carrier forgot to sample the mail when making the delivery, the carrier should **not** backtrack or pull the mail out of the box for sampling. This could result in scanning mail delivered on a previous day, which would provide incorrect data for the delivery measurement.

The carrier should **not** process the Work Order. The following day, all unprocessed Work Orders are cleared and the MDD reset.

39. What should a carrier do if he or she receives a sampling request for an address whose mail is being forwarded or held?

Carriers should only scan barcodes for mailpieces being delivered to the address of the sampling request **on that day**. If mail is being forwarded or held, it wouldn't be delivered; therefore, the carrier should not scan any mailpieces. To process the Work Order, the carrier should do the following:

1. From the Work Orders screen, initiate the Work Order by pressing **ENTER**.
2. On the Sampling Screen, press **ENTER**.
3. When prompted that the sample is not completed, select **2 – No pieces to Scan** to close the Work Order.

40. What should a carrier do if he or she receives a sampling request for a business address, but that business is closed that day so the carrier does not deliver the mail?

Carriers should only scan barcodes for mailpieces being delivered to the address of the sampling request *on that day*. Because the carrier is not delivering to that address that day, the carrier should not scan any mailpieces. To process the Work Order, the carrier should do the following:

1. From the Work Orders screen, initiate the Work Order by pressing **ENTER**.
2. On the Sampling Screen, press **ENTER**.
3. When prompted that the sample is not completed, select **2 – No pieces to Scan** to close the Work Order.

41. What should a carrier do if working one section of a pivoted route but he or she receives a sampling request for an address on a section of the route he or she is not working?

The carrier should initiate the Work Order. Then, when asked to confirm if the address is on the delivery route for today, the carrier should select **2 – No**.

The carrier who is working the section of the pivoted route that contains the sampling address should process the Work Order normally.

42. What happens if an SPM Sampling request and a Density Volume request are both needed for a collection box on the same day?

On an MDD, the SPM Sampling request is displayed first. The carrier should complete the request normally. After completion, the Density Volume request displays.

On an IMD (once deployed), the Density Volume request is displayed first. After completion, the SPM Sampling request is displayed.

Informed Visibility: Keep MDD Route ID Updated for Sampling STAND-UP TALK

Thank you for helping the Postal Service implement Internal Service Performance Measurement (SPM). Internal SPM Sampling cannot be successful without your support.

Currently, about 20% of the sampling requests sent to delivery points each day come back as “no trigger.” This means those sampling requests did not alert on a Mobile Delivery Device (MDD) that day. You can help lower the “no trigger” percentage by entering the correct route ID in your MDD.

Please review the following information:

- The MDD only receives delivery sampling requests when the route ID in the sampling request matches the route ID entered in the MDD.
- To help ensure sampling requests trigger for delivery points, **please keep the route ID in your MDD updated as you go about your deliveries.**
- You can modify the route ID when logging into the MDD or after logging in. To modify the route ID after logging in, see the instructions below.
- If you are working a pivoted *delivery* route, it is important to change the route ID in the MDD to match whatever route or section of a route you are working.
- If working a section of a route and you receive a sampling request for a section you are not working that day, initiate the Work Order. Then, when asked to confirm if the address is on your delivery route for today, select **2 – No**. The carrier who is working that section of the route should process the Work Order normally.

Update Route ID after Login

1. From the On Street Menu, press **6** OR select **6 – Change Route** and press **ENTER**.
2. The Change Route ID screen appears. Enter the new route number and press **ENTER**.
3. A message displays saying the route ID setting was recorded successfully, and you are returned to the On Street Menu.

Please report any sampling issues to your supervisor immediately. Your feedback is critical and will be used to ensure program improvements are made.



INFORMED VISIBILITY™
Internal Service Performance
Measurement

September 2016
Version 1





UNITED STATES
POSTAL SERVICE®

Course Overview

Introduction

Triggers and Alerts

Accessing Work Orders

Processing Work Orders

Scanning Barcodes

Barcode Scan Priority

Completing Work Order

Audit Compliance

Things to Remember

Delivery Sampling Simulation

Delivery Sampling Process
Job Aid

As part of the Informed Visibility (IV™) program, USPS is conducting Internal Service Performance Measurement (SPM) of all mail. This measurement includes carrier scanning of live mailpieces at collection points and at the point of delivery.

When you scan mailpieces, you provide visibility into mail as it moves through the mailstream. The information is used to show if we are in compliance with our service standards.

On randomly selected days, your Mobile Delivery Device (MDD) will receive sampling requests for specific collection and delivery points on your route.



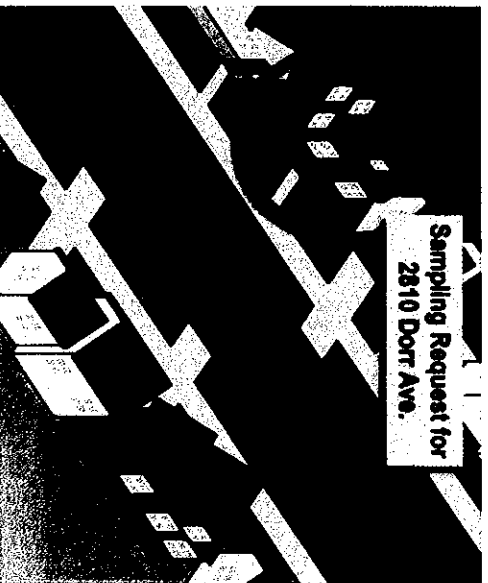
For the purposes of this training, we are focusing on Delivery only.



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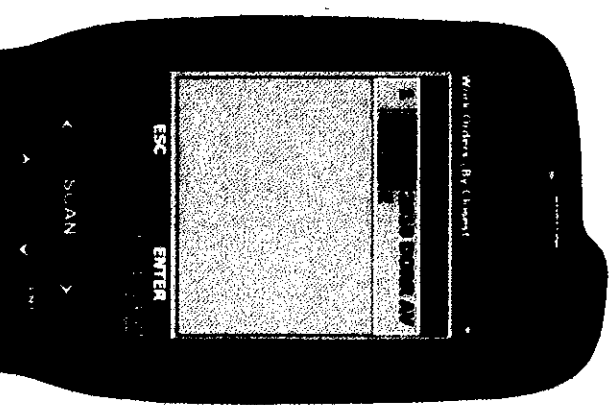
Delivery Sampling Process

Step 1: Triggers and Alerts



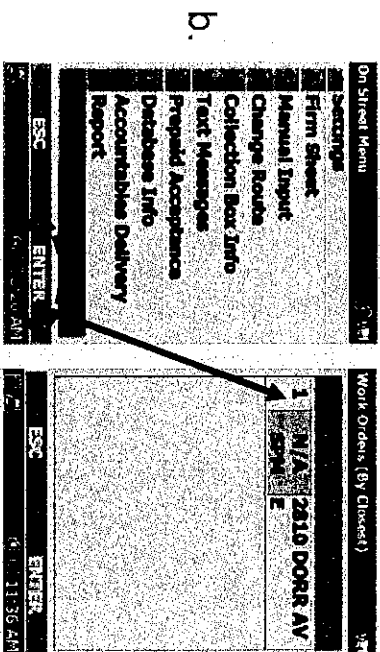
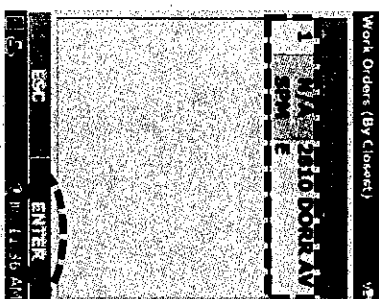
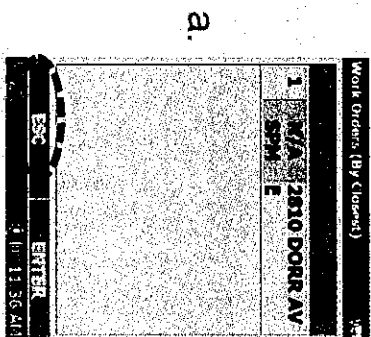
1. Once a carrier enters the trigger/alert boundary associated with a sampling request, **the MDD will generate an alert in the form of a chime, vibration, and voice prompt, notifying the carrier that he or she has a Work Order to process.**

Safety Note: When traveling in a vehicle, sampling requests do not alert if you are traveling more than 5 mph. However, if notified of a sampling request while your vehicle is in motion, wait until fully stopped at the next delivery point before processing the Work Order.



Step 2: Accessing Work Orders

2. To process the sampling request, select the **SPM Work Order** and press **ENTER**.



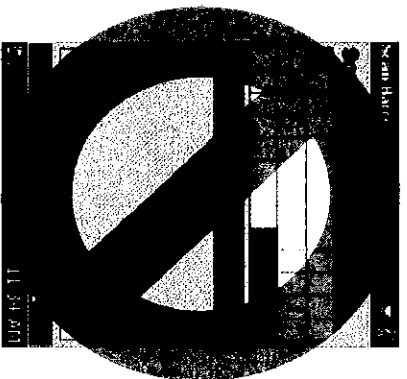
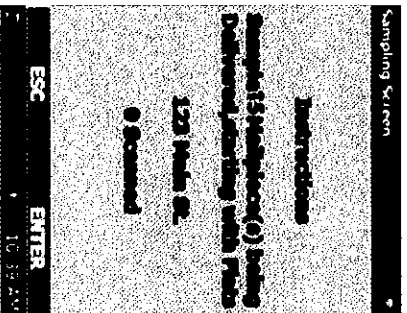
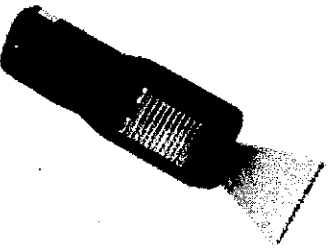
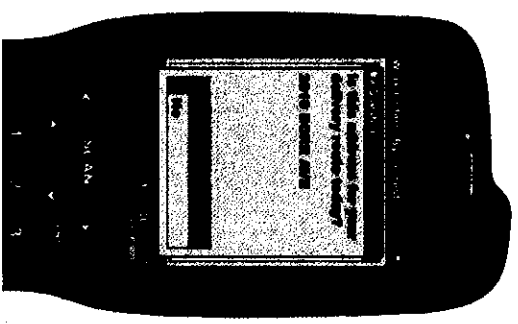
- a) If you are not ready to perform sampling, you can postpone the sampling request by selecting **ESC**.
- b) When ready to complete the sampling request, retrieve the Work Order from the On Street Menu by pressing **W** or by scrolling down to **W – Work Orders**, then pressing **ENTER**.

Note: The **W – Work Orders** option is only available if there is a Work Order in the queue. If there are no other triggered SPM sampling requests on the device, this menu option is hidden.

Steps 3 & 4: Processing Work Orders

- For delivery only, the MDD asks you to confirm if the address is on your route:
 - If yes, select option **1 – Yes**. Proceed to step 4.
 - If no, select option **2 – No**. The Work Order is removed from your Work Orders menu.

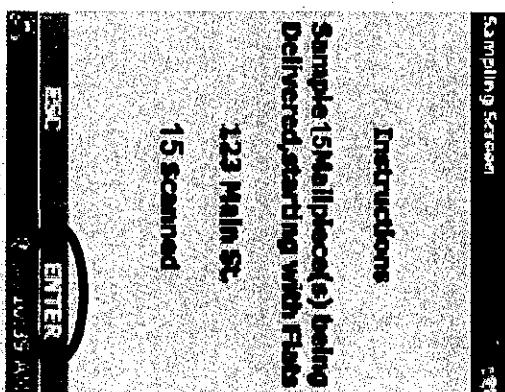
Note: If working a section of a pivoted route, the carrier delivering to that address should select **1 – Yes**. A carrier working the route but not delivering to that address should select **2 – No**.



- Directly scan barcodes while on the Sampling Screen by pressing the green **SCAN** button. Do not return to the Scan Barcode screen. The MDD screen displays the number of scans completed.

Step 5: Processing Work Orders

5. Carriers should scan no more than the amount required. In this example, the carrier is instructed to sample/scan 15 mailpieces. When 15 scans are completed, as shown in this example, or if no additional barcodes are available, press **ENTER**.

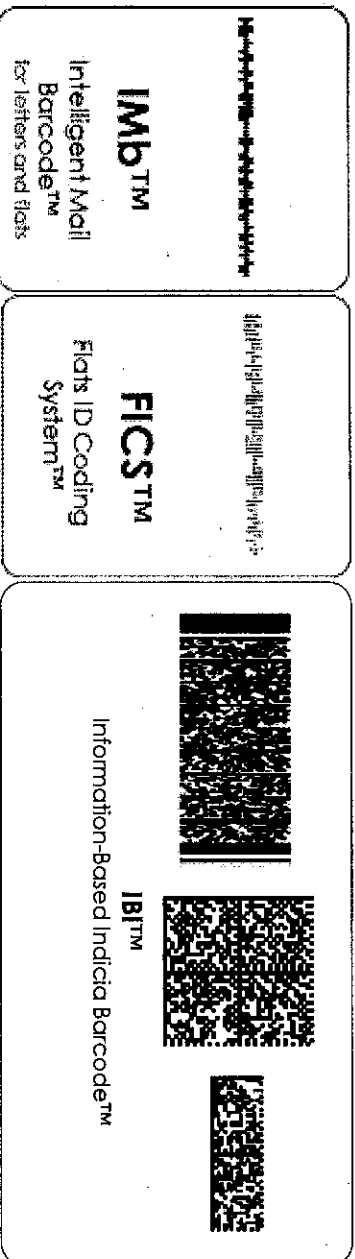


Notes:

- Scan available flats first, then scan available letters.
- Only scan barcodes on flats or letters – do not scan barcodes on parcels.
- Only scan mailpieces for the address specified in the Work Order.
- Do not scan mailpieces already in a mailbox that were delivered on a previous day.
- Do not scan mailpieces being collected at a delivery point.
- There is a scan ceiling to prevent scanning a far greater number of mailpieces than requested.

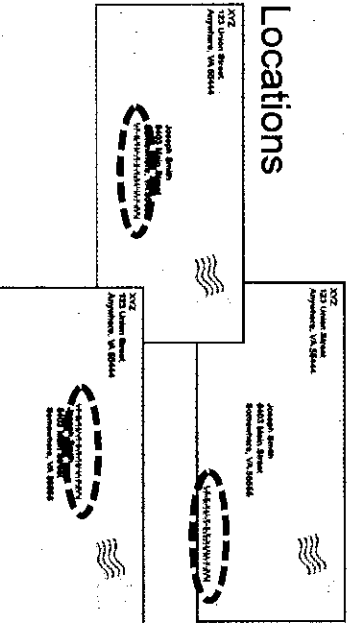
Scan Information-Based Indicia™ (IBI™) barcodes, Intelligent Mail barcodes™ (IMb™), or Flats ID Coding System™ (FICS™) barcodes. For each piece, scan one barcode.

Note: FICS and IMb barcodes look similar.



- IMb barcodes are located in the address block or lower right corner on letters and usually in the address block for flats.
- FICS barcodes are affixed labels applied on the long-edged side or binding of flats.
- A FICS barcode is only applied by the USPS flat sorting equipment, never by a mailer.

IMb Locations



FICS Location



IMb Location





All delivery personnel are required to scan a mix of periodicals, flats, and letters with **IBI, **IMb**, and **FICS** barcodes.**

- If a mailpiece has multiple barcodes, scan only one barcode per mailpiece.
- Scan flats before letters and other mailpieces
- Scan any IBI barcodes and windowed envelopes containing IMb barcodes prior to sampling non-windowed envelopes with IMb barcodes.

Step 6: Completing Work Order

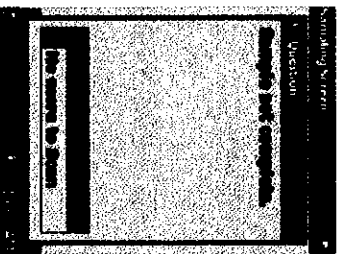
6. When the required number of pieces have been scanned (or if no additional barcodes are available), press **ENTER**.

If you have scanned the required number of pieces, the sample is automatically saved and the MDD returns to the previous screen prior to initiating the Work Order.

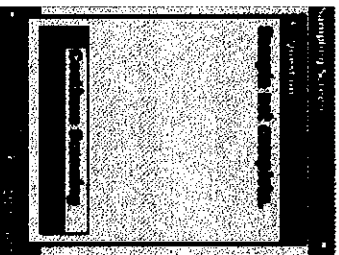


- If you have not scanned the required number of pieces, the pop-up screen appears:
- If you have additional mailpieces to scan, **select 1 – Continue Scanning** to return to the Sampling Screen.
 - If there are no mailpieces to scan or no additional mailpieces to scan, select **2 – No more to Scan** to close the Work Order.
 - If you have already delivered the mail for the requested address and do not have additional mailpieces to scan, select **3 – Already Passed Address** to close the Work Order.

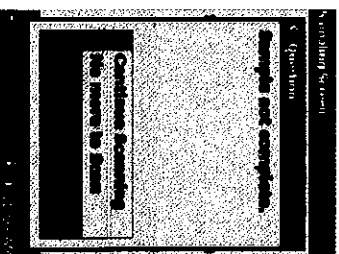
a.



b.



c.





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Step 7: Completing Work Order



7. Once scanning is complete, the **Work Order** will be automatically removed from the **Work Order queue**.



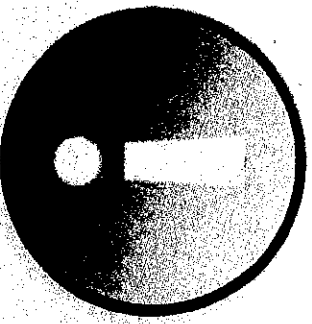
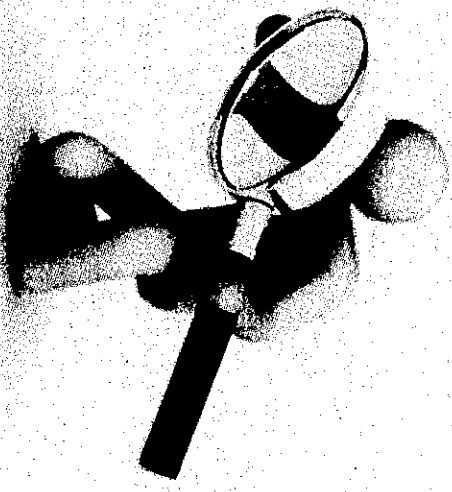


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Audit Compliance

Note:

- MDD data is collected and can be accessed by your supervisor.
- Reports are used to pinpoint and troubleshoot issues with successful delivery and collection sampling.
- Supervisors monitor unresolved sampling requests.
- It is important that you perform each sampling request correctly.

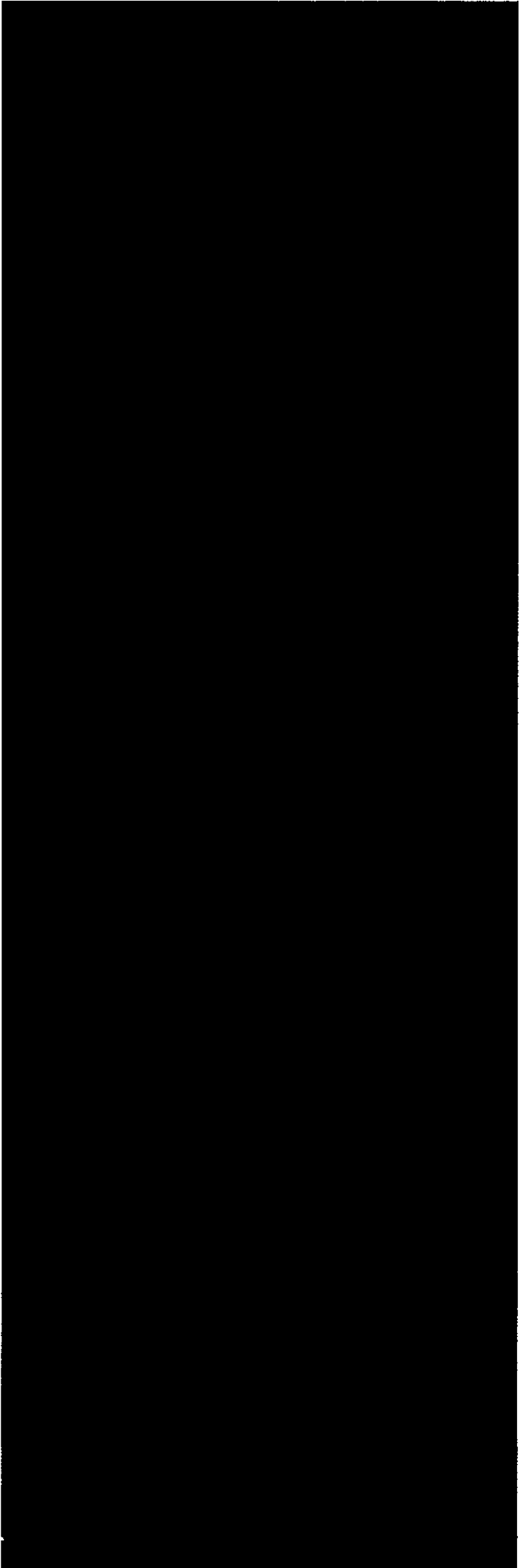


Your Compliance is Critical to
the Success of the Program



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Things to Remember



Things to Remember:

- Scan only mail being delivered for today.
- Never scan mail remaining in the mail box from the previous day's delivery.
- If the MDD triggers after a delivery, do not backtrack to complete Work Orders.
- If the MDD triggers before the delivery point, do not deviate from your line of travel. Postpone the work order until you arrive at the sampling address.
- Scan no more than the number of pieces requested.
- Scan only IBI, IMb, and FICS barcodes.
- Scan only one barcode per mailpiece.
- After scanning, deliver or collect the mailpieces as appropriate. Do not hold them out or treat them differently.



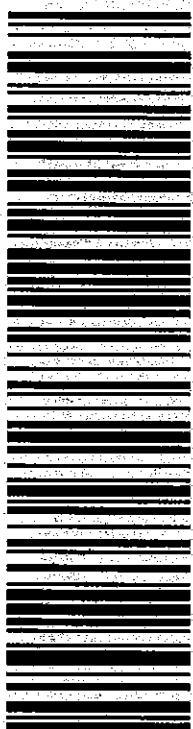


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Sampling Simulation

Note: Access to an MDD is required for this section

Sampling Simulation:



TESTSPMDELIVERY

- Scan the above barcode to begin sampling simulation.
- Follow the steps in these instructions.
- When prompted to scan mailpieces, scan any on-hand IBI/IMI, IMb and then FICS barcodes up to the specified number.

Note: The sampling simulation only works with MDDs that have software version 3.0 or later.



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Delivery Point Sampling Processes

Job Aid



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INTERNAL SERVICE PERFORMANCE MEASUREMENT ON-STREET LAST MILE SAMPLING PROCESS

DELIVERY

- 1.** Carrier moves along route and receives prompt in the form of a vibration, chime, and voice alert.
- 2a.** Work Order appears, requesting sampling from delivery point. Press ENTER to initiate Work Order.
- 3.** Confirm if address is on route.
- 4.** From the Sampling Screen, scan letters and flats (up to number requested).
- 5.** Press ENTER when complete or if no pieces to scan.

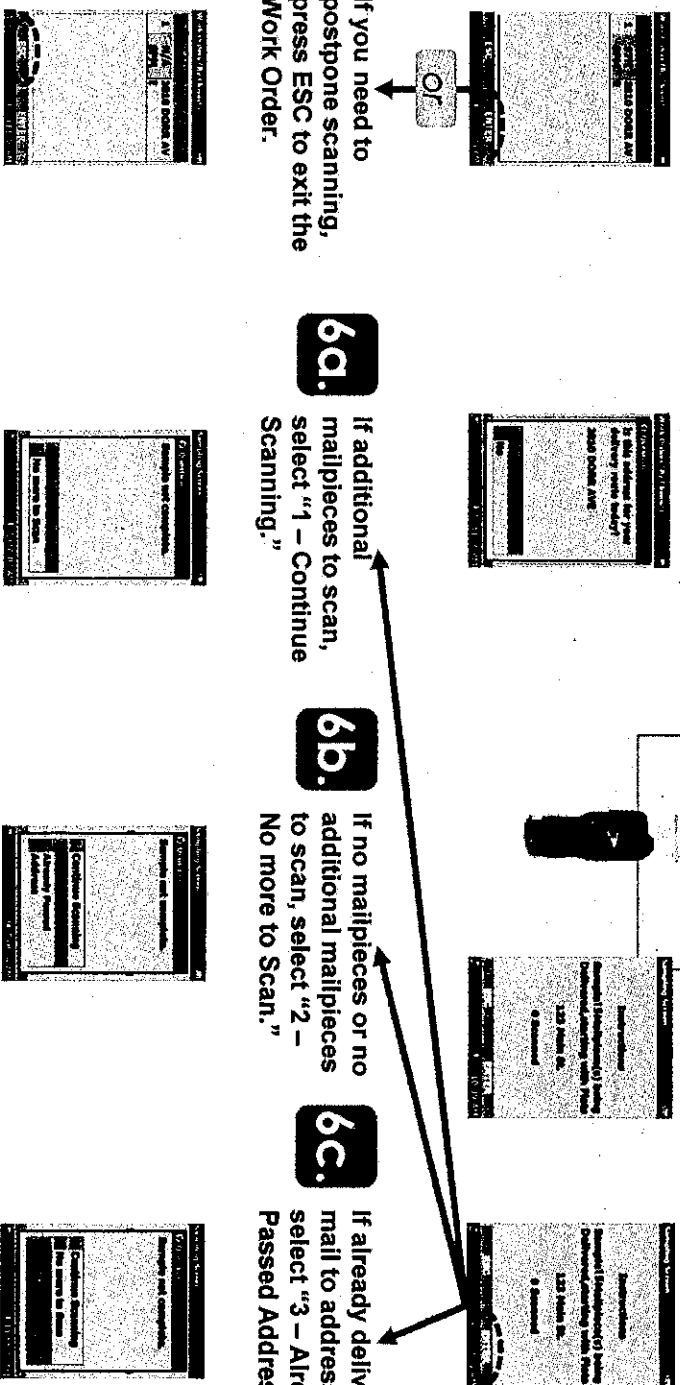
Audio Alert:
"You have a Delivery Sampling Request for 2810 DORR AVE."

2b. If you need to postpone scanning, press ESC to exit the Work Order.

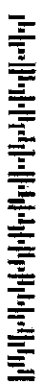
6a. If additional mailpieces to scan, select "1 - Continue Scanning."

6b. If no mailpieces or no additional mailpieces to scan, select "2 - No more to Scan."

6c. If already delivered mail to address, select "3 - Already Passed Address."

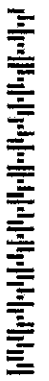


BARCODES



IMB™

Intelligent Mail Barcode™
for letters and flats



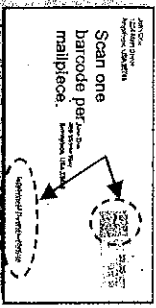
FICS™

Flats ID Coding System™



IBIT™

Information-Based Indicator™



Informed Visibility: Internal SPM Sampling for Carriers

SERVICE TALK

As part of the Informed Visibility (IV) program, USPS is conducting internal Service Performance Measurement (SPM) of all mail. This measurement includes carrier scanning of live mailpieces at collection and the point of delivery.

On randomly selected days, your Mobile Delivery Device (MDD) will receive sampling requests for specific collection and delivery points on your route.

1. The MDD notifies you of a sampling request by displaying a new Work Orders menu, vibrating, and generating an audio alert in the form of a chime and voice prompt.

For collection, Work Orders are triggered by scanning the CPMS barcode inside the collection box.

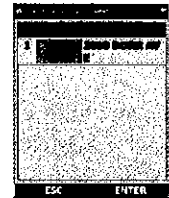
For delivery, the MDD alerts as you approach the delivery address.

Note: Sampling requests do not alert if you are traveling more than 5 mph. However, if notified of a sampling request while your vehicle is in motion, wait until fully stopped at the next delivery point before processing the Work Order.



Audio and Visual Alerts

"Sampling Request for 100 Main Street."



Work Orders Screen

2. Complete scanning of all packages and accountable mail items prior to initiating the SPM Work Order.

Note: For delivery, do **not** initiate the sampling request Work Order until you reach the delivery point. If you initiate the Work Order prior to reaching the delivery point, postpone and retrieve the request as described in step 3.

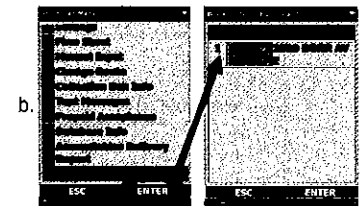
3. To process the sampling request, select the SPM Work Order and press **ENTER**.

- a. To postpone the sampling request until you arrive at the address and are ready to begin sampling, press **ESC**.
- b. When ready to complete the sampling request, retrieve the Work Order from the On Street Menu by pressing **W** or by scrolling down to **W – Work Orders** then pressing **ENTER**.

Note: The **W – Work Orders** option is only available if there is a Work Order in the queue. If there are no other triggered SPM sampling requests on the device, this menu option is hidden.



a.

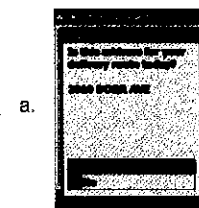


b.

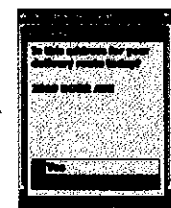
4. **For delivery only**, the MDD asks you to confirm if the address is on your route:

- a. If yes, select option **1 – Yes**. Go to the next step.
- b. If no, select option **2 – No**. The Work Order is removed from your Work Orders menu.

Note: If working a section of a pivoted route, the carrier delivering to that address should select **1 – Yes**. A carrier working the route but **not** delivering to that address should select **2 – No**.

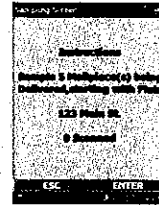


a.

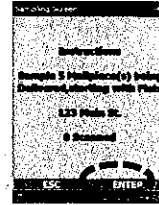


b.

5. The MDD displays the following:
- Number of mailpieces to sample
 - Address of sampling request, to include suite or apartment number
 - Number of mailpieces scanned



6. If there are no barcodes to scan, press **ENTER**. Skip to step 10.

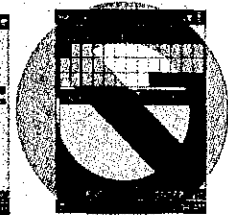
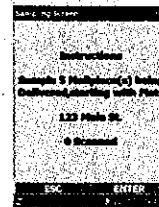


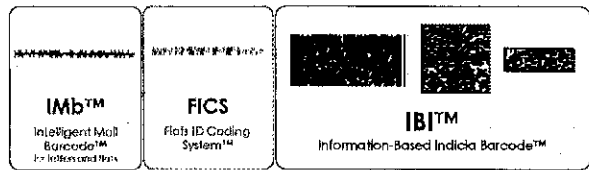
7. Select as many flats and letters as requested for the address being sampled. If there are fewer flats and letters than requested, scan all available pieces for the specified address. Only scan mailpieces being delivered or collected today.

Directly scan barcodes while on the Sampling Screen by pressing the green **SCAN** button. **Do not return to the Scan Barcode screen.** The MDD screen displays the number of scans completed.

Notes:

- Scan available flats first, then scan available letters.
- Only scan barcodes on flats or letters – do not scan barcodes on parcels.
- Only scan mailpieces for the address specified in the Work Order.
- Do not scan mailpieces already in a mailbox that were delivered on a previous day.
- Do not scan mailpieces being collected at a delivery point.
- There is a scan ceiling to prevent scanning a far greater number of mailpieces than requested.





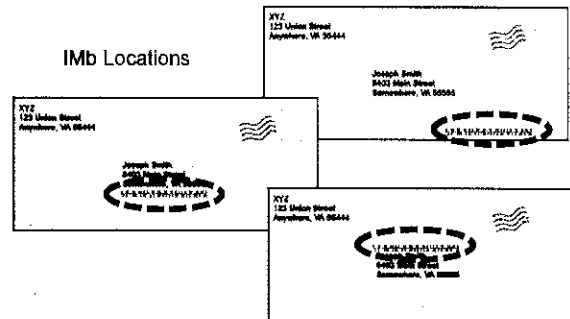
Scan Intelligent Mail barcodes (IMb), Information-Based Indicia (IBI) barcodes, or Flats ID Coding System (FICS) barcodes, which are shown to the right. For each piece, scan one barcode.

Note: FICS and IMb barcodes look similar.



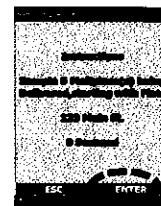
IMb barcodes are located in the address block or lower right corner on letters and usually in the address block for flats.

FICS barcodes are affixed labels applied on the long-edged side or binding of flats. A FICS barcode is only applied by the USPS flat sorting equipment, never by a mailer.



FICS Location

IMb Location

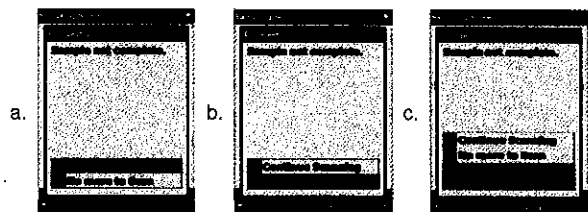


8. When the required number of pieces have been scanned (or if no additional barcodes are available), press **ENTER**.

9. If you have scanned the required number of pieces, the sample is automatically saved and the MDD returns to the previous screen prior to initiating the Work Order.

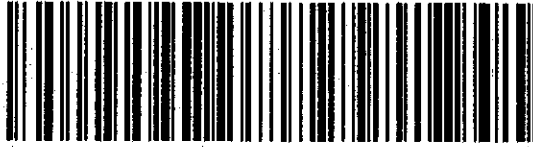
10. If you have not scanned the required number of pieces, the pop-up screen appears:

- a. If you have additional mailpieces to scan, select **1 – Continue Scanning** to return to the Sampling Screen.
- b. If there are no mailpieces to scan or no additional mailpieces to scan, select **2 – No more to Scan** to close the Work Order.
- c. **For delivery only**, if you have already delivered the mail for the requested address and do not have additional mailpieces to scan, select **3 – Already Passed Address** to close the Work Order.



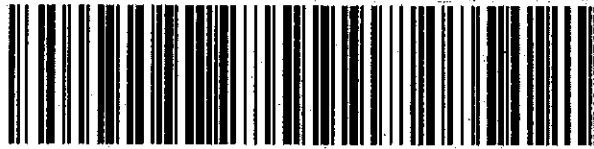
Informed Visibility: Internal SPM Sampling Simulation

Delivery:



TESTSPMDELIVERY

Collection:



TESTSPMCOLLECTION

1. Scan one of the above barcodes to begin sampling simulation.
2. Follow steps 1 through 6 of the Service Talk.
3. When prompted to scan mailpieces, scan any on-hand IMb, FICS, or IBI/IMI barcodes up to the specified number.
4. Follow steps 8 through 10 of the Service Talk to complete simulation.

Note: The Sampling Simulation only works with MDDs that have software version 3.0 or later.