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Per \_\_\_\_\_

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

**Certified Mail Tracking Number:**  
7018 0360 0001 9950 9527

Dear Brian:

This is in further reference to the Postal Service notice dated September 28, 2018 (enclosed) on the expansion of the Surface Visibility (SV) scanning to International Service Center (ISC) airstop ramp operations handling USPS inbound and outbound mail.

As previously informed, this initiative is to support surface visibility for Postal Service customers and improve internal data accuracy and service measurement throughout the Postal Service network. Ramp Clerks will use PVS mobile scanning devices to track arrival and departures at each warehouse to monitor the movement of mail by the ground handlers and carriers.

Scanning at the Miami ISC will continue and is no longer in a pilot stage. The expansion will begin in January and continue through February. The subject expansion will include all ISCs and domestic airstops named below:

- Atlanta (ATL)
- Baltimore (BWI)
- Houston (IAH)
- South Florida (MIA)
- Colorado (DEN)
- Chicago (ORD)
- Triboro (JFK/LGA)
- Los Angeles (LAX)

If you have any questions, please contact Dion Mealy at extension 6861.

Sincerely,

Rickey R. Dean  
Manager  
Contract Administration (APWU)



September 28, 2018

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

**Certified Mail Tracking Number:**  
7018 0360 0001 9950 5611

Dear Brian:

As a matter of general interest, the Postal Service plans to expand visibility scanning at International Service Center (ISC) airstop ramp operations handling USPS inbound and outbound mail.

The purpose of this initiative is to support visibility for Postal Service customers and improve internal data accuracy and service measurement throughout the Postal Service network.

Ramp Clerks will use PVS mobile scanning devices to track arrival and departures at each warehouse to monitor the movement of mail by the ground handlers and carriers. Clerks will also use the camera function on the devices to provide electronic images for any mail irregularities (late and/or damaged mail).

The subject scanning will be piloted in the Miami ISC beginning in October and subsequently rolled out for deployment to the remaining five ISCs (Chicago, Los Angeles, San Francisco, New York, and Honolulu).

Enclosed is the following information:

- Standard Operating Procedure (SOP) to be used for training purposes

If you have any questions, please contact Shannon Richardson at extension 5842.

Sincerely,

A handwritten signature in black ink, appearing to read "Rickey R. Dean".

Rickey R. Dean  
Manager  
Contract Administration (APWU)

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# SOP for Ramp Clerk Scanning

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# 1. PURPOSE AND IMPORTANCE

Our customers expect on-time service performance and reliability. Ramp Clerk Scanning will provide visibility on managing the inbound and outbound mail process.

Ramp Clerks will be required to record all Arrivals and Departures at each GHA and Carrier Warehouse using the PVSmobile application to scan MSP barcodes at each location. Clerks will also use the camera function to provide electronic images for any mail irregularities (late and or damaged mail).

<b>Trailer Arrive</b>	As the clerk arrives at the warehouse.
<b>Trailer Depart</b>	As the clerk departs the warehouse.

# 2. ACCESS TO PVS APPLICATION

The first step towards successful Ramp scanning is to have proper access in eAccess. The Ramp Clerk will need Surface Visibility eAccess.

1. Log on to eAccess at eaccess.usps.gov.
2. Select the *Request Access* tab.
3. Select the *Application* radio button.
4. Enter Surface Visibility and select Search.
5. Select Surface Visibility from search results. The request setup page will appear.
6. Select **DMT** for user group.
7. Choose **Yes** for access to the Surface Visibility application.
8. Choose **No** for access to the Customer Service Scanning application.
9. Choose **Date** needed.
10. Select **Next** at the bottom of the page.
11. Review the *Request Summary* and select **Submit Request**.

**Request Setup Information** (required information when submitting a request.)

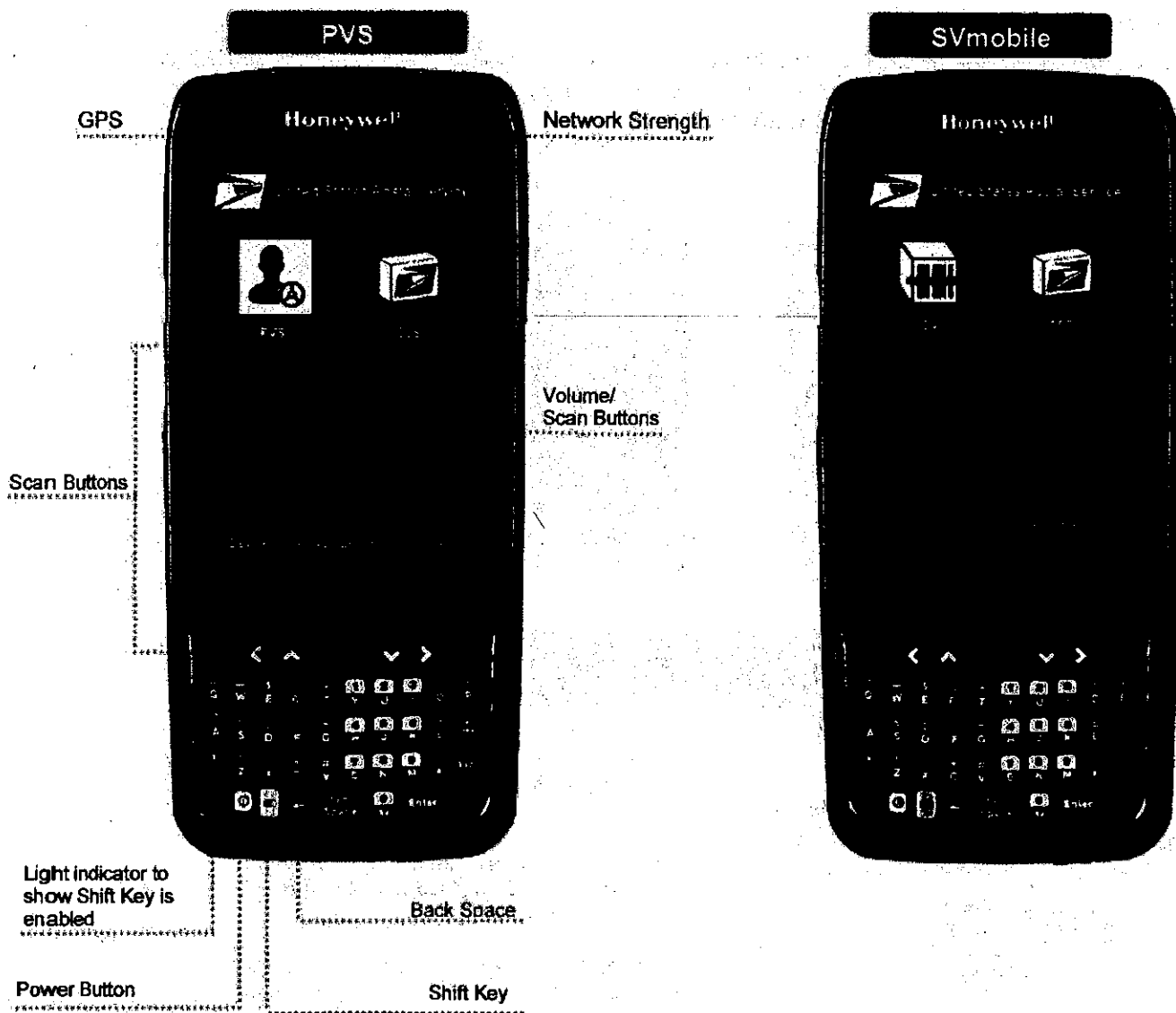
Options displayed will depend upon System chosen.

User Group*	DMT User E - TIMES and Trailer Tracking Activities	[?]
Are you requesting access to the Surface Visibility Application?	Yes	[?]
Are you requesting access to the Customer Service Scanning application?	No	[?]

# 3. PVS SCANNERS

## PVS vs SVmobile

The PVS scanners look similar to SVmobile scanners. The differences are that they have GPS and use cellular network. See the icons below to differentiate between a PVS scanner and a SVmobile scanner. The PVS application will only be available on the PVS scanners.



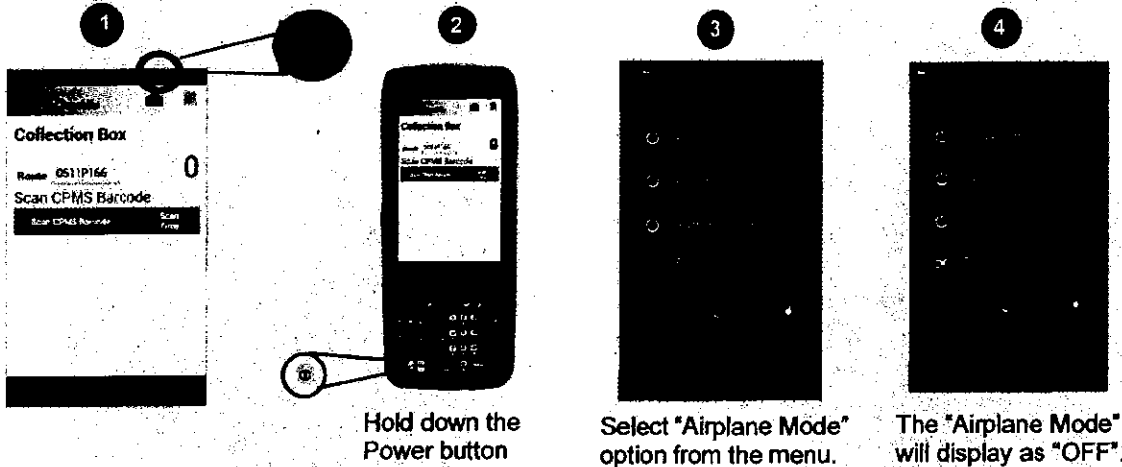
### Cellular vs Wireless Connectivity

The PVS scanner can be used under both cellular and wireless networks. However:

- By default, sites have wireless access deactivated on their PVS scanners.
  - This helps improve battery life and decreases connection lag as the scanner travels from one network to another.
- There are only a handful of sites that have both networks activated on the PVS scanners.
  - This can be useful if a site's dock area has weak cellular connectivity but has Access Points.
- All scans can be performed offline.
  - Drivers will be able to pull the most recent trip searched for when the scanner is offline.

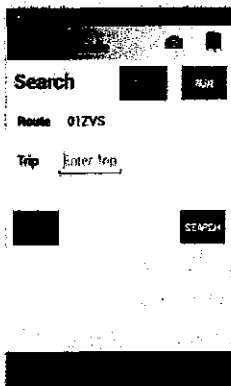
## Airplane Mode

There are times when the device accidentally activates "Airplane Mode". If a device is activated with "Airplane Mode", the offline red banner will appear along with an airplane icon at the top. See steps below to deactivate "Airplane Mode".



1. PVS scanner with wireless access *deactivated* is used at a SV site with wireless connectivity



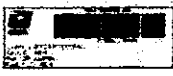
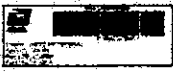
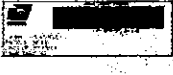

- The scanner will continue to remain on cellular network.
- If cellular connectivity becomes weak, the device will go offline and a red banner will appear to allow offline scanning.



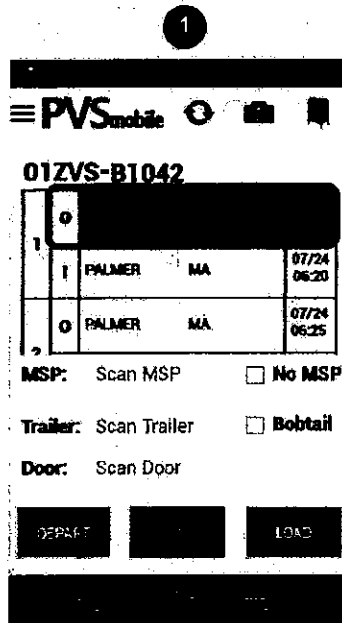
2. PVS scanner with wireless access *activated* is used at a SV site with wireless connectivity

- As the network is changed from cellular to wireless, it may take up to 15 seconds for the cellular device to change the network communication.
- If the user continues to see the spinning hour glass, walk towards an area with stronger wireless connectivity.
- The PVS device may show both PVS driver's home site and the SV site as choices for sites on the Login screen. If the driver is already logged in, the driver will remain logged into the driver's home site.

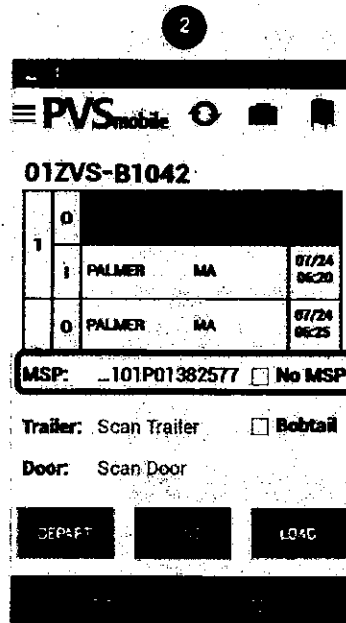
# 4. RAMP CLERK PROCEDURE

Feature	Steps	Driver's Actions	Key Points
	A. Sign out scanner	<ol style="list-style-type: none"> <li>1. Receive SV Cellular Scanner from the MVS clerk or STO</li> <li>2. Receive vehicle keys</li> </ol>	Ramp clerk should ensure that the scanner received is fully charged
	B. Login	<ol style="list-style-type: none"> <li>3. Select PVS Application</li> <li>4. Scan the driver badge or enter EIN</li> </ol>	Entering the required information identifies the clerk as a unique user for her/his trip
	C. Depart ISC	<ol style="list-style-type: none"> <li>5. Select Search and choose trip from list</li> <li>6. Validate trip direction (Outbound / Inbound)</li> <li>7. When prompted for trailer barcode, select "Bobtail"</li> <li>8. Scan the Depart ISC MSP barcode</li> <li>9. Select Depart button</li> <li>10. Confirm</li> </ol>	Scans provide data on the time clerk starts the run
	D. Arrival and departures each stop	<ol style="list-style-type: none"> <li>11. Scan MSP barcode at each stop</li> <li>12. Select Arrive / Depart button</li> <li>13. Confirm</li> </ol>	Scans provide data on the time clerk arrives and departs each stop
	E. Return to ISC	<ol style="list-style-type: none"> <li>14. Scan the Arrive MSP barcode at ISC</li> <li>15. Select Arrive button</li> <li>16. Input End mileage</li> <li>17. Confirm</li> </ol>	Scans provide data on the time Clerk returns to the ISC
	F. Return Scanner	<ol style="list-style-type: none"> <li>18. Log out of scanner</li> <li>19. Return scanner and keys to MVS clerk at the end of tour</li> </ol>	MVS clerk will cradle scanner so that it can charge and data can be transmitted

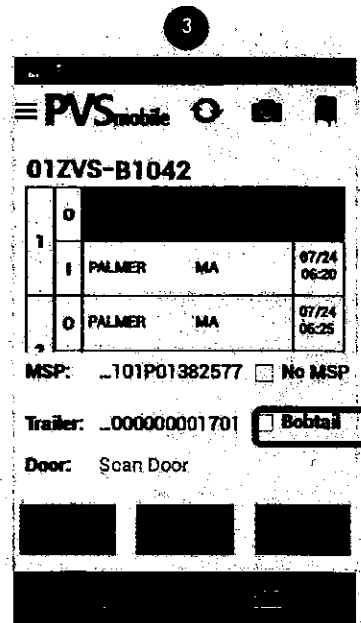
## I. Scanning Departure



Choose outbound ISC trip



Scan the MSP barcode



Select "Bobtail"

## II. Scanning Arrival

1

01ZVS-B1042

1	SPRINGFIELD (MA) NDC	07/24 06:50
1	PALMER MA	07/24 06:25

MSP: Scan MSP  No MSP

Trailer: ..00000001701  Bobtail

Door: Scan Door

ARRIVE DEPART UNLEAD

Choose the leg to process from the list. Validate leg and trip direction.

2

01ZVS-B1042

1	SPRINGFIELD (MA) NDC	07/24 06:50
1	PALMER MA	07/24 06:25

MSP: ..101P01376655  No MSP

Trailer: ..00000001701  Bobtail

Door: Scan Door

ARRIVE DEPART UNLEAD

Once selected, the trip will highlight. Scan the MSP barcode.

3

01ZVS-B1042

1	SPRINGFIELD (MA) NDC	07/24 06:50
1	PALMER MA	07/24 06:25

MSP: ..101P01376655  No MSP

Trailer: ..00000001701  Bobtail

Door: Scan Door

ARRIVE DEPART UNLEAD

Select the "Bobtail" checkbox.

4

Confirm Arrival

Are you sure you want arrive at Site 010697?

ARRIVE DEPART UNLEAD

Select the Arrive button to arrive the trip. A confirmation message box will appear. Select Yes to Arrive, else select No.

5

01ZVS-B1042

1	SPRINGFIELD (MA) NDC	07/24 06:50
1	PALMER MA	07/24 06:25

MSP: ..101P01376655  No MSP

Trailer: ..00000001701  Bobtail

Door: Scan Door

ARRIVE DEPART UNLEAD

Arrived trips will show in green.



### III. Create a New Stop

1

01ZVS-B3171

1	SPRINGFIELD (MA) NDC	07/25 12:42
1	BOSTON (MA) P&DC	07/25 09:01
0	BOSTON (MA) P&DC	07/25 09:16

MSP:  Scan MSP  No MSP

Trailer: ..00000001701  Bobtail

Door: Scan Door

ARRIVE/DEPART    LOAD/UNLOAD

Scan the MSP barcode at the warehouse stop.

2a

Add New Stop

Are you sure you want to add a stop for BOSTON (MA) P&DC after SPRINGFIELD (MA) NDC?

Sched Arr: 07/25/2018 09:01  
Sched Dept: 07/25/2018 09:16

Select Next to add the stop.

2b

Add New Stop

You have scanned an MSP for a site that exists on your run.

Do you want to skip 1 stop(s) and arrive at site NORTHAMPTON MA or Add New Stop?

New Stop: NORTHAMPTON MA  
Sched Arr: 07/25/2018 09:02  
Sched Dept: 07/25/2018 09:17

Select Add Stop to add each stop on run.

3

Add New Stop

A reason must be selected for this stop to be added.

Driver Instructed by Management

Comments:  
Optional (Max 256 characters)

Select a reason from the dropdown to add the stop and select Save.

4

01ZVS-B3171

1	SPRINGFIELD (MA) NDC	07/25 12:42
1	BOSTON (MA) P&DC	07/25 09:01
0	BOSTON (MA) P&DC	07/25 09:16

MSP: ..205P01441061  No MSP

Trailer: ..00000001701  Bobtail

Door: [REDACTED]

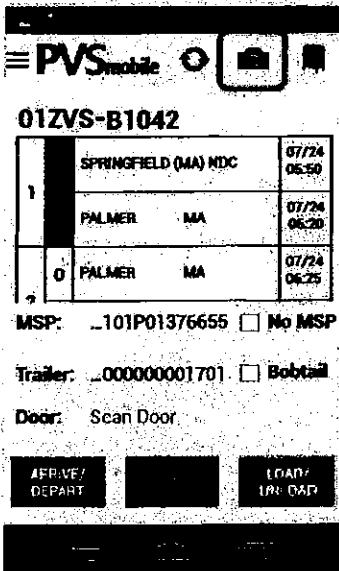
ARRIVE/DEPART    LOAD/UNLOAD

The new stop will arrive automatically. All downstream scheduled arrival and departure times will be adjusted.

New Stop Reasons	
Customer / Mailer Pickup Request	
Deviation	
Driver Instructed by Management	
Excess Volume	

IV. Camera Functionality

1



Once a Trip/Run has been searched, the Camera icon will be available on every screen. Select the Camera icon to capture irregularities.

2



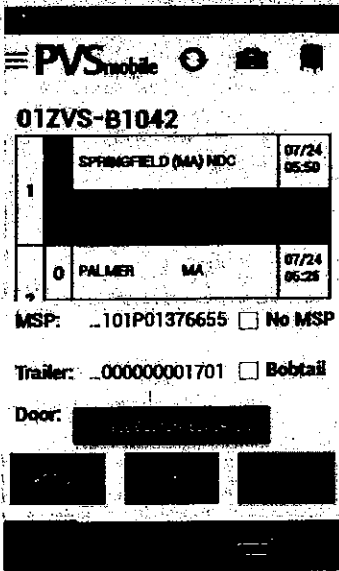
Tap on the capture button to capture the image.

3



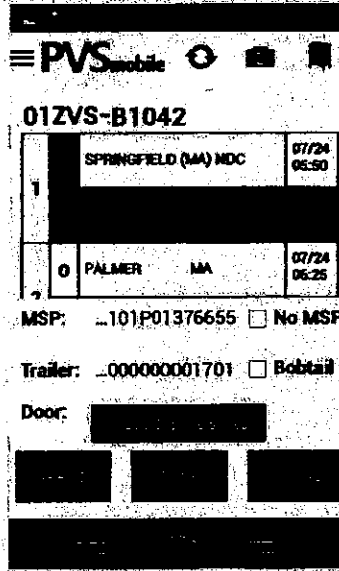
After the picture has been taken, the clerk can either click on the 'X' to cancel, check mark to save, or refresh button to retake the picture. Once the image has been saved, it can no longer be viewed on the device itself.

4a



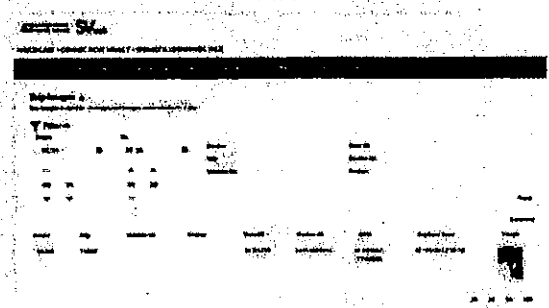
Tapping the 'X' cancels the image capture and navigates the user to the previous screen.

4b



Tapping the checkmark saves the image and navigates the user to the previous screen.

5



Images captured in PVSmobile will be sent and saved to SVweb. Managers and Supervisors can access the captured images in SVweb via the *Arrive/Depart* and *Trip Images* pages.

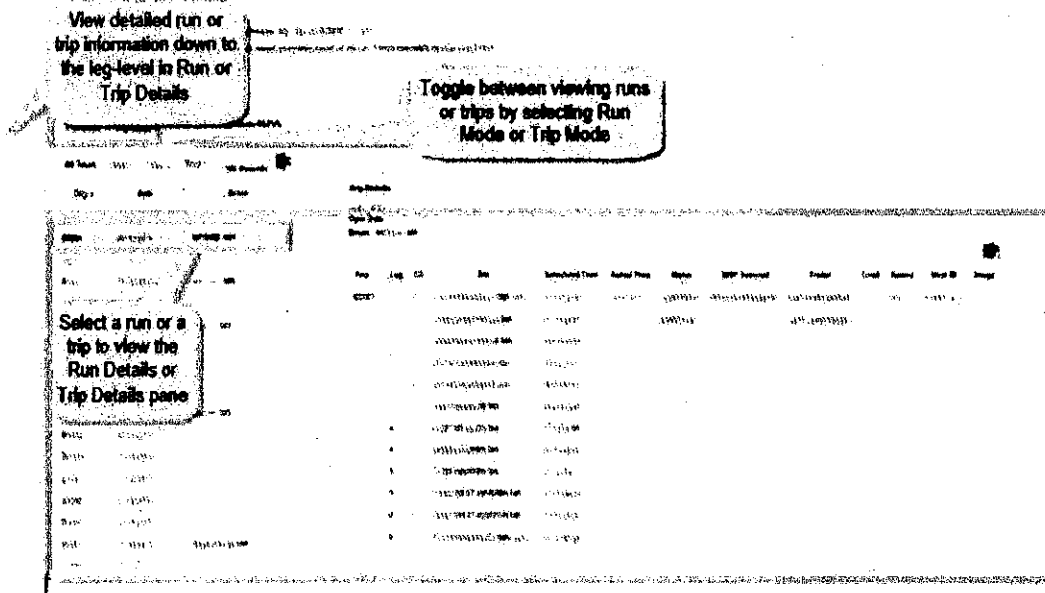
Please review the *SVweb Guide* for additional information.

## 5. PVS RUN REPORT

### PVS Run Report

Reporting > Transportation > PVS Run Report

This new report will allow users to view all Ramp Clerk runs for an Operational Date.



## 6. FAQ

**Q. Can I perform scans while offline?**

**A.** Yes, all scans can be performed while offline. You will see a red banner at the top of the screen indicating you are offline. If you need to search for a trip/run, it will only be able to search for your most recent trip.

**Q. Will the device battery last my entire shift?**

**A.** Yes, a device battery should last an entire shift. However, you can also utilize the vehicle chargers provided by your facility Transportation Office, or do a battery swap out with an extra fully charged battery. When the battery life appears low, you can use the Battery Swap function to safely exchange batteries.

1. Hold down the Power button and select the Battery Swap option from the menu.
2. Once the screen turns black, replace the battery.
3. Press the Power button to turn the device back on and resume scanning.

**Q. How can I view captured images?**

**A.** Once the picture is taken, drivers can either click on the 'X' to cancel, check mark to save, or refresh button to retake the picture. Once the image has been saved, it can no longer be viewed on the device itself. However, Managers and Supervisors can view captured images on the Trip Images and Arrive/Depart pages on SVweb. Please review the SVweb Guide for more information.