



## American Postal Workers Union, AFL-CIO

1300 L Street, NW, Washington, DC 20005

August 14, 2023

**Debby Szeredy**

Executive Vice President

202-842-4250 (Office)

202-842-4297 (Fax)

**To: Sam Lisenbe, Assistant Director, Clerk Division**

**National Executive Board**

Mark Dimondstein  
President

Debby Szeredy  
Executive Vice President

Elizabeth "Liz" Powell  
Secretary-Treasurer

Charlie Cash  
Director, Industrial Relations

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Director, Maintenance Division

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Director, Support Services Division

Amy Puhalski  
Coordinator, Central Region

AJ Jones  
Coordinator, Eastern Region

Tiffany Foster  
Coordinator, Northeast Region

Yared Wonde  
Coordinator, Southern Region

Omar M. Gonzalez  
Coordinator, Western Region

**From: Debby Szeredy, Executive Vice President**

**Subject: MAL Key Accountability Implementation  
(Notification No. GCCC20230372)**

Please find attached a copy of a letter dated 8/11/2023 from James Lloyd, regarding the above referenced matter.

You are designated as the APWU contact person in this matter. Contact the USPS representative as soon as possible for discussion, if appropriate. Please provide notification of your review to me by 9/11/2023.

Please note: Your secretary should update the Notification Tracking Module in Step 4 CAS as necessary.

### Attachment

**cc: Charlie Cash, Director, Industrial Relations Department  
Idowu Balogun, Director, Maintenance Division  
Lamont Brooks, Director, Clerk Division  
Arrion Brown, Director, Support Services Division  
Michael Foster, Director, MVS Division**

DS:jb



August 11, 2023

Mr. Mark Dimondstein  
President  
American Postal Workers Union, AFL-CIO  
1300 L Street N.W.  
Washington, DC 20005-4128

Dear Mark:

As a matter of general interest, the Postal Service will implement a new process for managing arrow/modified arrow lock (MAL) key accountability. An employee's identification number and the arrow key barcode will be scanned when the key is assigned. Phase 1 will begin on August 22 and Phase 2 will begin on September 19.

Enclosed documents:

- List of the Phase 1 and Phase 2 sites
- Stand-up talk
- Standard Work Instruction
- PowerPoint presentation

Please contact Janet Peterson at 202-330-1624 if you have questions concerning this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "James Lloyd".

James Lloyd  
Director  
Contract Administration (NALC)

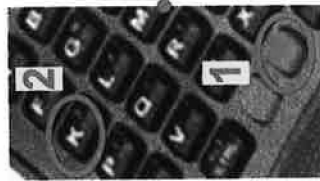
enclosures

## The Benefits

- Daily Arrow/ MAL Key accountability real time visibility
  - AM/PM Inventory Controls
  - Out to Street / In from Street Controls
- Managed reporting systems utilizing RIMS for key status updates
  - Report lost, stolen or check on who has the Arrow/Mal key
  - Data collected provides insight to dashboards visibility
- Compliance management
  - Identifies At-Risk units
  - Prioritizes remediation process from USPIS and OIG audits
  - HQ Field Support can incorporate data for selecting GEMBA sites



# Arrow Key Management: AM Inventory Check – Supervisor/Clerk (MDD-IO) (Sensitive Users only)

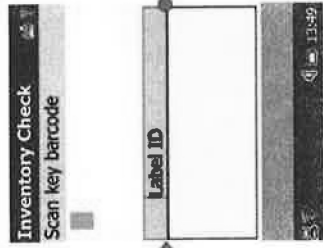


## To access Arrow Key Menu:

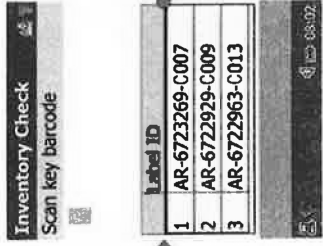
1. Press & release **RED**
2. Press & release **"K"**



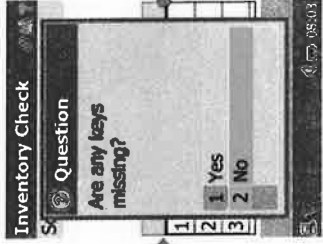
Select #1  
AM Inventory Check



Scan Arrow key  
barcode(s)



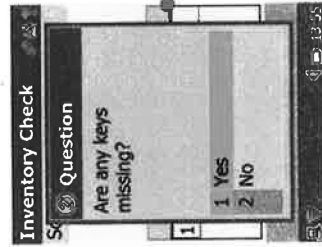
When all keys are  
scanned click Enter



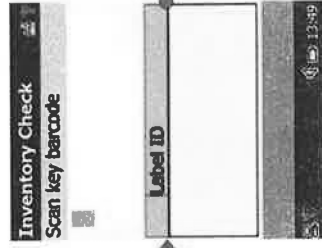
If Key is missing,  
select #2 No



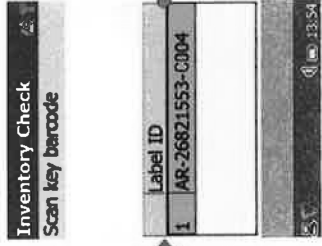
Information recorded  
successfully!



If Key is missing,  
select #1 Yes



Scan missing Key  
barcode



Select Label ID



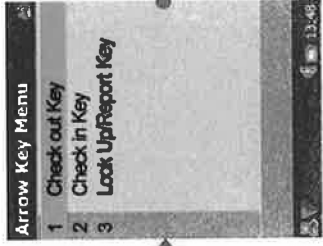
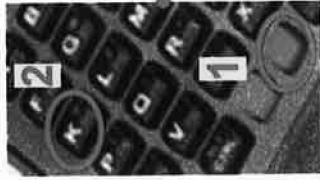
Information recorded  
successfully!

Report  
missing, lost  
or stolen  
keys to USPIS:  
1-877-696-  
5322



# Arrow Key Management: Check Out Key – Clerk (MDD-IO)

(Non-Sensitive Users only)



Select #1  
Check Out Key



Scan Arrow Key  
barcode



Scan Supervisor/  
Accountable Clerk ID  
and enter Full Name



Information recorded  
successfully!

## To access Arrow Key Menu:

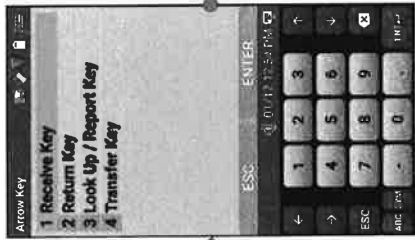
1. Press & release **RED**
2. Press & release **"K"**



# Arrow Key Management: Receive Key (Check-out) – City Carrier (MDD-TR)



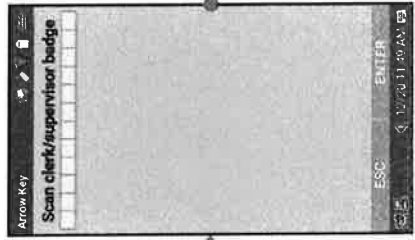
Log in as City Carrier  
From on street menu  
select K - Arrow Key  
Management



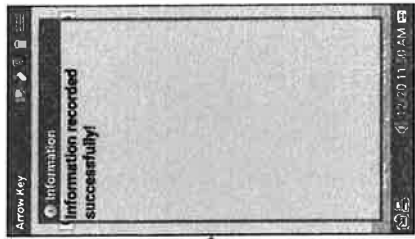
Arrow Key  
menu appears  
Select #1  
Receive Key



Select or Scan in  
Arrow Key  
barcode



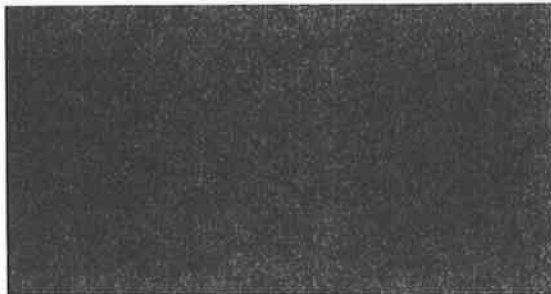
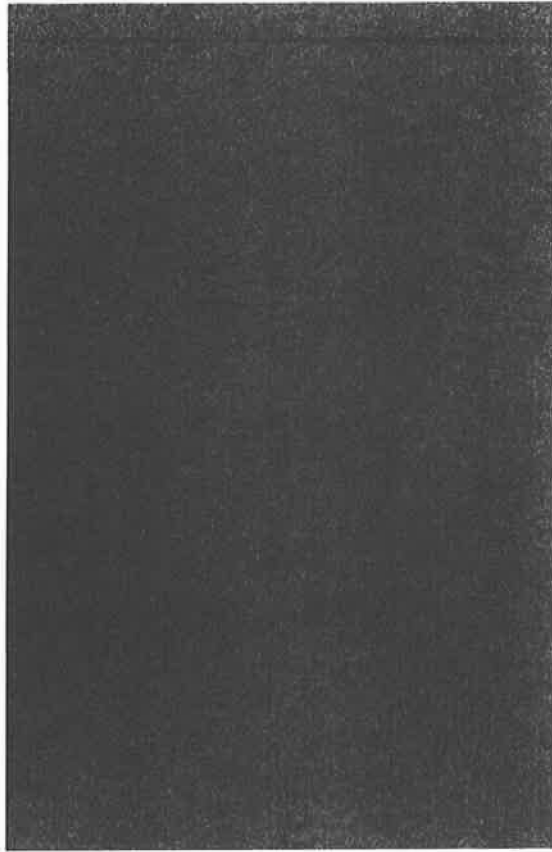
Scan  
clerk/supervisor  
ID badge



Information recorded  
successfully!

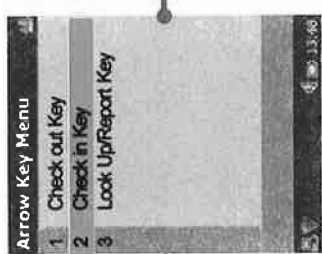
**Note:** If carriers are casing on multiple routes, they must type-in their primary route assignment for the day, then check out the Arrow key(s) assigned to that route.

# CHECK-IN Process



# Arrow Key Management: Check In Key – Clerk (MDD-IO)

(Non-Sensitive Users only)



Select #2  
Check in Key



Scan Arrow Key  
barcode



Scan Supervisor/  
Accountable Clerk ID  
and enter Full Name



Information recorded  
successfully!

## To access Arrow Key Menu:

1. Press & release RED
2. Press & release "K"



# Arrow Key Management: Return key (Check-In) City Carrier (MDD-TR)



**Note:**

- Arrow Key cannot be returned unless carrier is in the facility
- Arrow Key cannot be returned unless checked out by carrier
- Carrier will not be able to end tour if key not returned



Log in as City Carrier  
From on street menu, select K – Arrow key Management



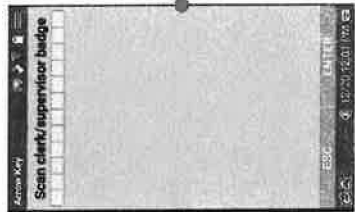
Arrow key menu appears, select #2 Return key



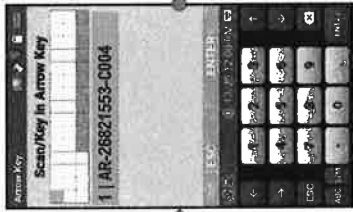
Select #1 - With Clerk/Supervisor



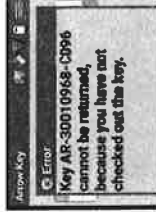
Select #2 - Without Clerk/Supervisor



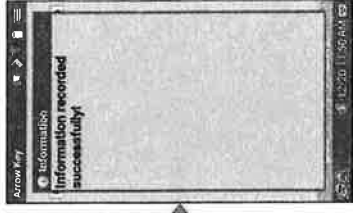
Scan clerk/supervisor ID badge



Select or Scan in Arrow key barcode



Error: can not be returned, if it was not checked out

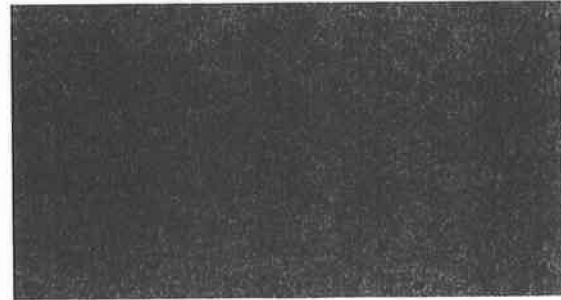


Information recorded successfully

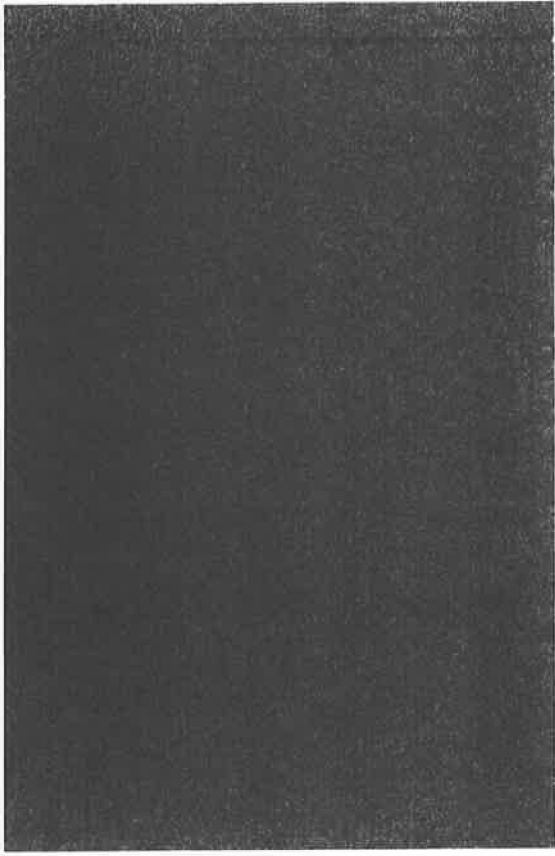
Make sure key is placed in secure location



Return Key is greyed out, if carrier is not within facility Geo-fence

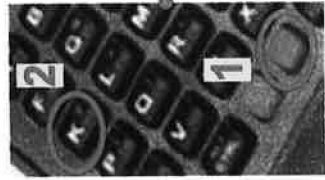


# PM Inventory Process



# Arrow Key Management: PM Inventory Check – Clerk/Supervisor (MDD-IO)

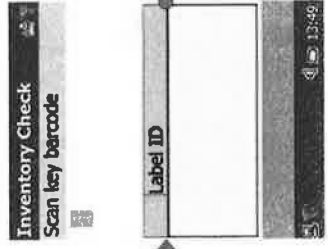
(Sensitive Users only)



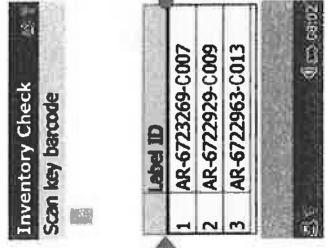
- To access Arrow Key Menu:**
1. Press & release **RED**
  2. Press & release **“K”**



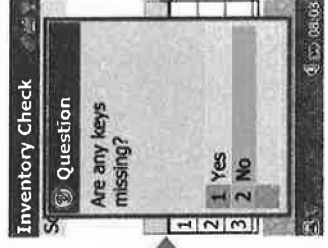
Select #5  
**PM Inventory**



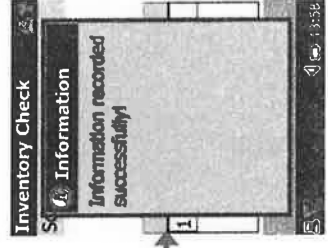
Scan Arrow key  
barcode(s)



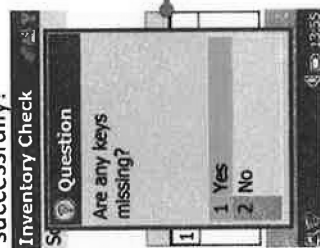
When all keys are  
scanned click **Enter**



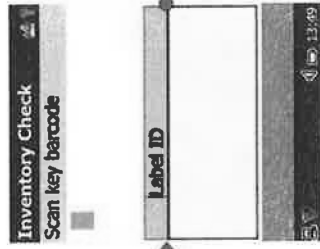
If no key is missing,  
select #2 - **No**



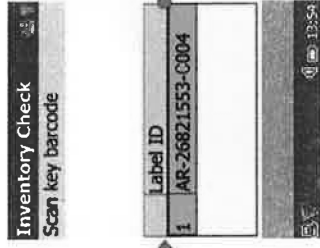
Information recorded  
successfully!



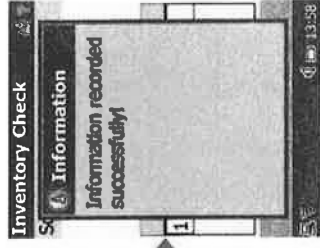
If Key is missing,  
select #1 - **Yes**



Scan missing Key  
barcode

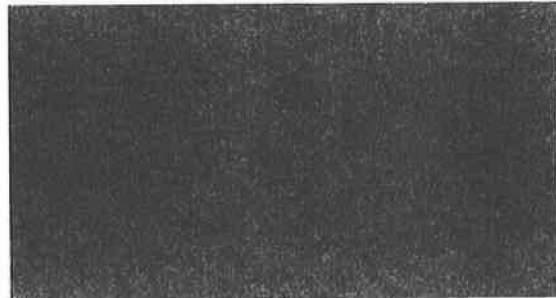


Select Label ID

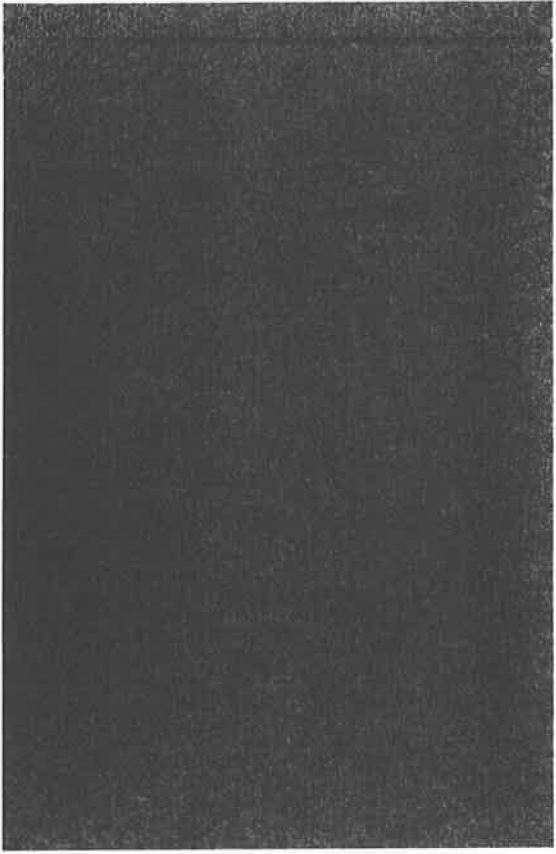


Information recorded  
successfully!





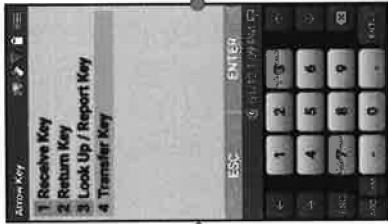
# Transfer Key Process



# Arrow Key Management: Transfer Key – Carrier to Carrier (MDD-TR)



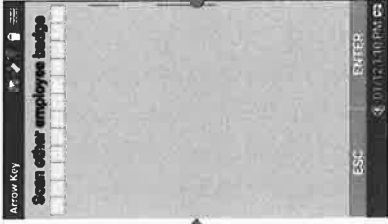
Log in as City Carrier  
From on street menu  
select K - Arrow Key  
Management



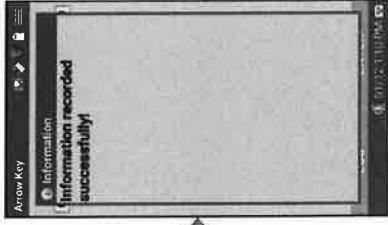
Arrow Key menu  
appears. Select  
4 - Transfer Key



Select from list of  
carrier's current  
checked out keys  
and press Enter



Scan the receiving  
employee's badge



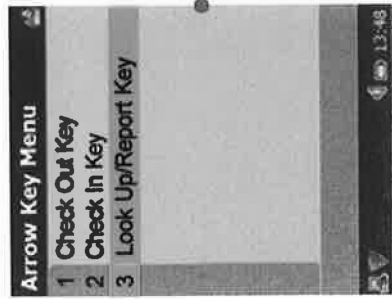
Information recorded  
successfully



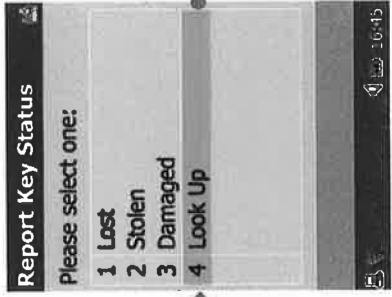
User will receive error  
message if no keys are  
checked out

# Arrow Key Management: Look Up Key – Clerk/Supervisor (MDD-IO)

(Non-Sensitive Users only)



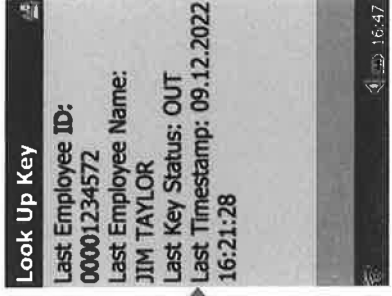
Select  
3 - Look Up/Report Key



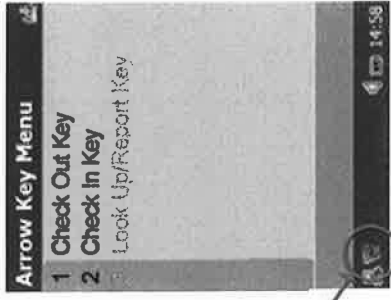
Select  
4 - Look Up



Scan Arrow Key  
barcode



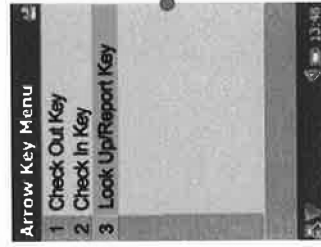
Look Up Key status  
is displayed



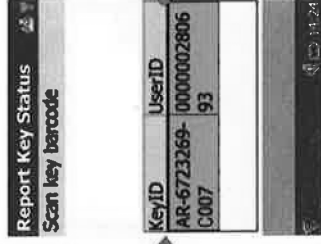
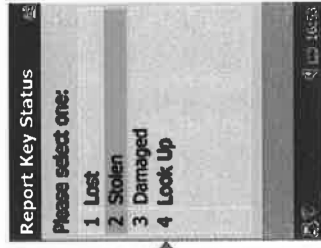
Look Up/Report Key  
is not available, if  
there is no wi-fi on site

# Arrow Key Management: Report Key Status – Clerk/Supervisor (MDD-IO)

(Non-Sensitive Users only)



Select  
3 - Look Up/Report Key



Scan/select from list  
Arrow key barcode

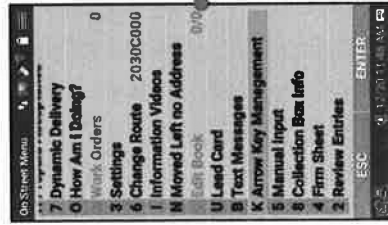


Information Recorded  
successfully!

Report  
missing, lost  
or stolen  
keys to USPIS:  
1-877-696-  
5322



# Arrow Key Management: Look Up/Report Key status – City Carrier (MDD-TR)



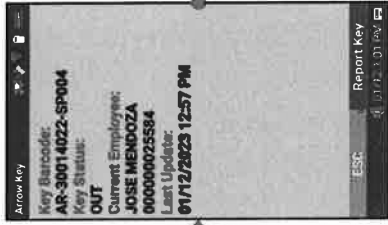
Log in as **City Carrier**  
From on street menu,  
select **K - Arrow Key Management**



Arrow Key menu  
appears Select **#3**  
**Look Up/Report Key**



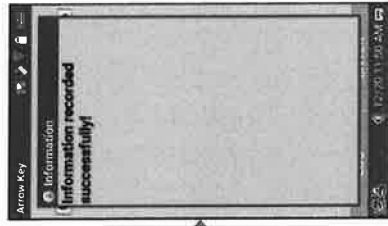
Select from list of  
carrier's current  
checked out keys  
and press **Enter**



Arrow Key status  
provided: press  
**Report Key**



Select report option:  
**Lost, Stolen or Damaged**



Information recorded  
successfully



User will receive error  
message if no keys are  
checked out. Carriers can  
only see/report their  
current checked out keys.



User will receive error  
message if the scanner  
has issues communicating  
with RIMS.



# Arrow Key Management: Look Up Key status – Supervisor/Clerk (MDD-TR)

(Sensitive Users only)



Log in as  
Postmaster/  
Manager/Supervisor



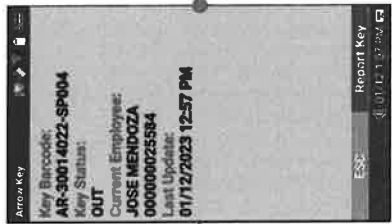
From on street  
menu, select  
K - Arrow Key  
Management



Arrow Key menu  
appears select  
3 - Look Up/  
Report Key



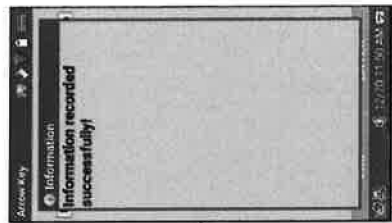
Select from list and  
press Enter  
Postmaster/Manager  
/Supervisor can see  
and report all current  
checked out keys from  
current day



Arrow Key status  
provided: press  
Report Key



Select report  
option: **Lost, Stolen**  
or **Damaged**



Information recorded  
successfully

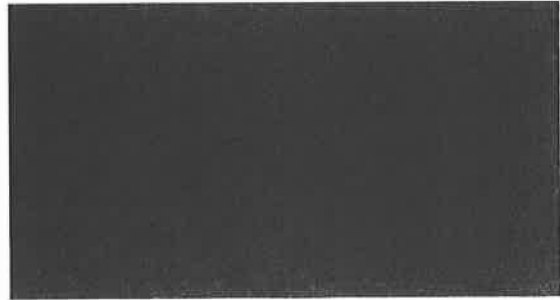
Report  
missing, lost  
or stolen  
keys to USPS:  
1-877-696-  
5322



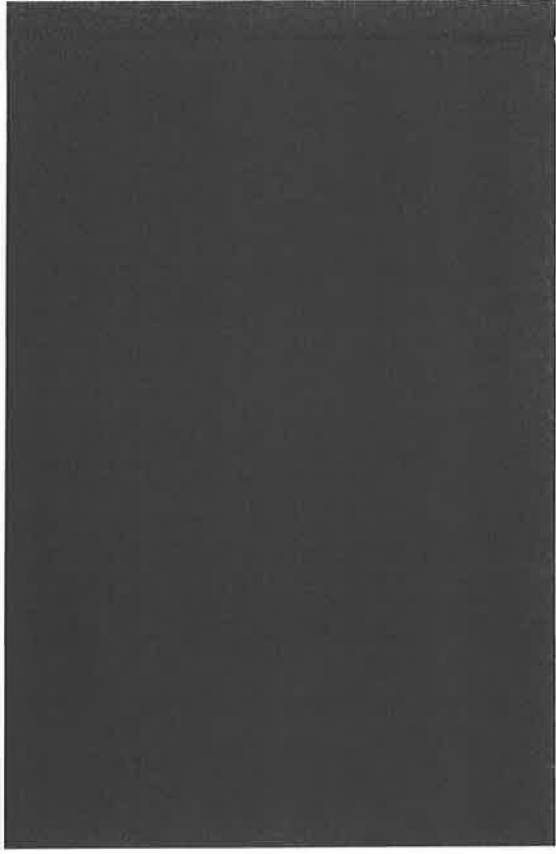
User will receive  
error message, if  
no keys are  
checked out



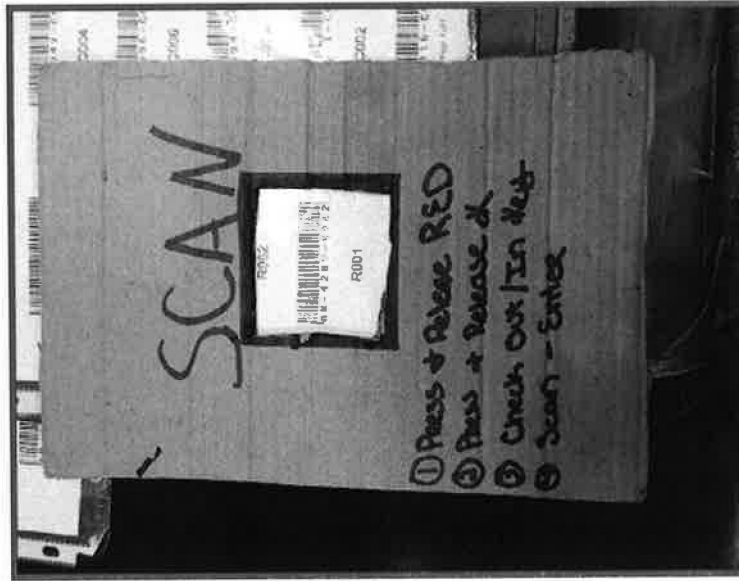
User will receive  
error message, if the  
scanner has issues  
communicating with  
RIMS



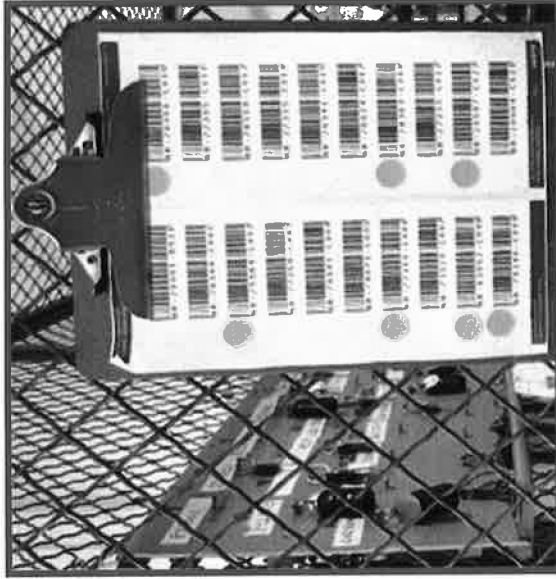
## Additional Information



# Examples of Office Processes you may want to use



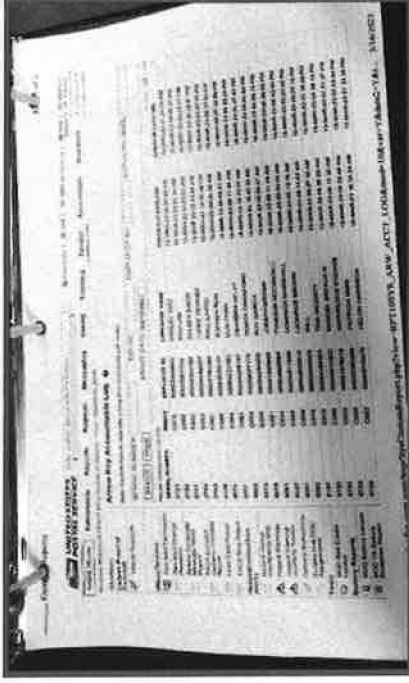
Method Used to Avoid Scanning  
Incorrect Key Barcode



Another Method to Scan  
an Arrow Key Barcode



Signing and Scanning for Arrow Keys



Accountable Log from RIMS