



OPTIMAIL

TEAM 9

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WHAT IS OPTIMAIL?

Optimail is an all-in-one mobile app that provides letter carriers with all of their necessary tools, allowing them to deliver mail and file reports efficiently and accurately.

WHAT'S THE PROBLEM?

Canada Post letter carriers under the new postal transformation system have heavy workloads that take a long time to complete, in addition to reports and paperwork they need to fill out. Temporary workers in particular are given new routes all the time and are under a lot of stress.



PIERRE CAMBRAI

CANADA POST DELIVERY AGENT

MONTREAL, QC

MALE, 55 YEARS OLD

DEPENDABILITY

Pierre wants to earn the reputation of a **dependable and trustworthy carrier**. Delivering mail to the correct address is important to him.

EFFICIENCY

Routes are long and hard, so Pierre needs to be **efficient in organizing and delivering mail**.

PHYSICAL FITNESS

Physical fitness was part of the reason Pierre took the job. He wants to **maintain his physical health** by staying fit and avoiding injury.



I want to stay healthy and avoid injury while delivering the mail efficiently.



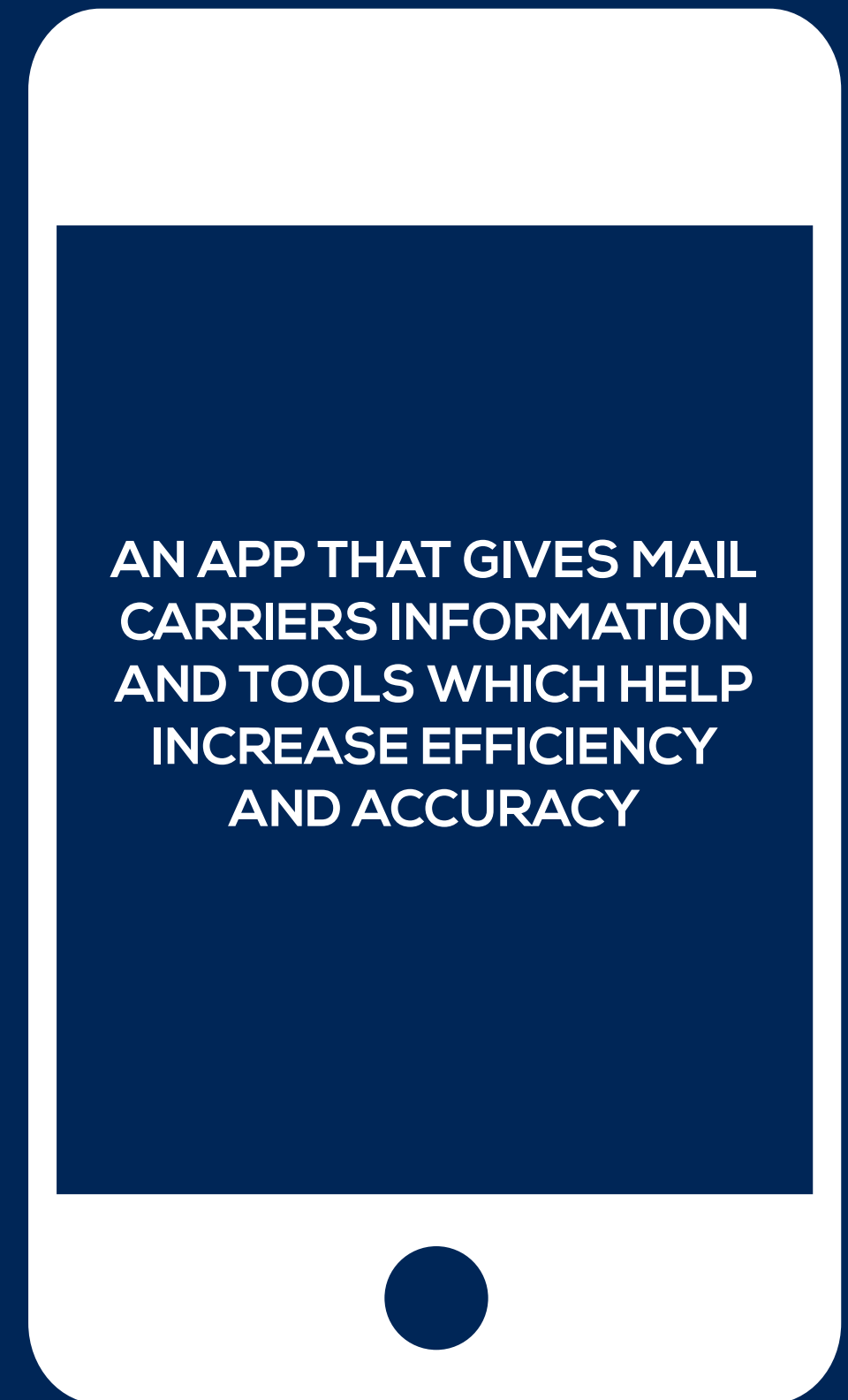
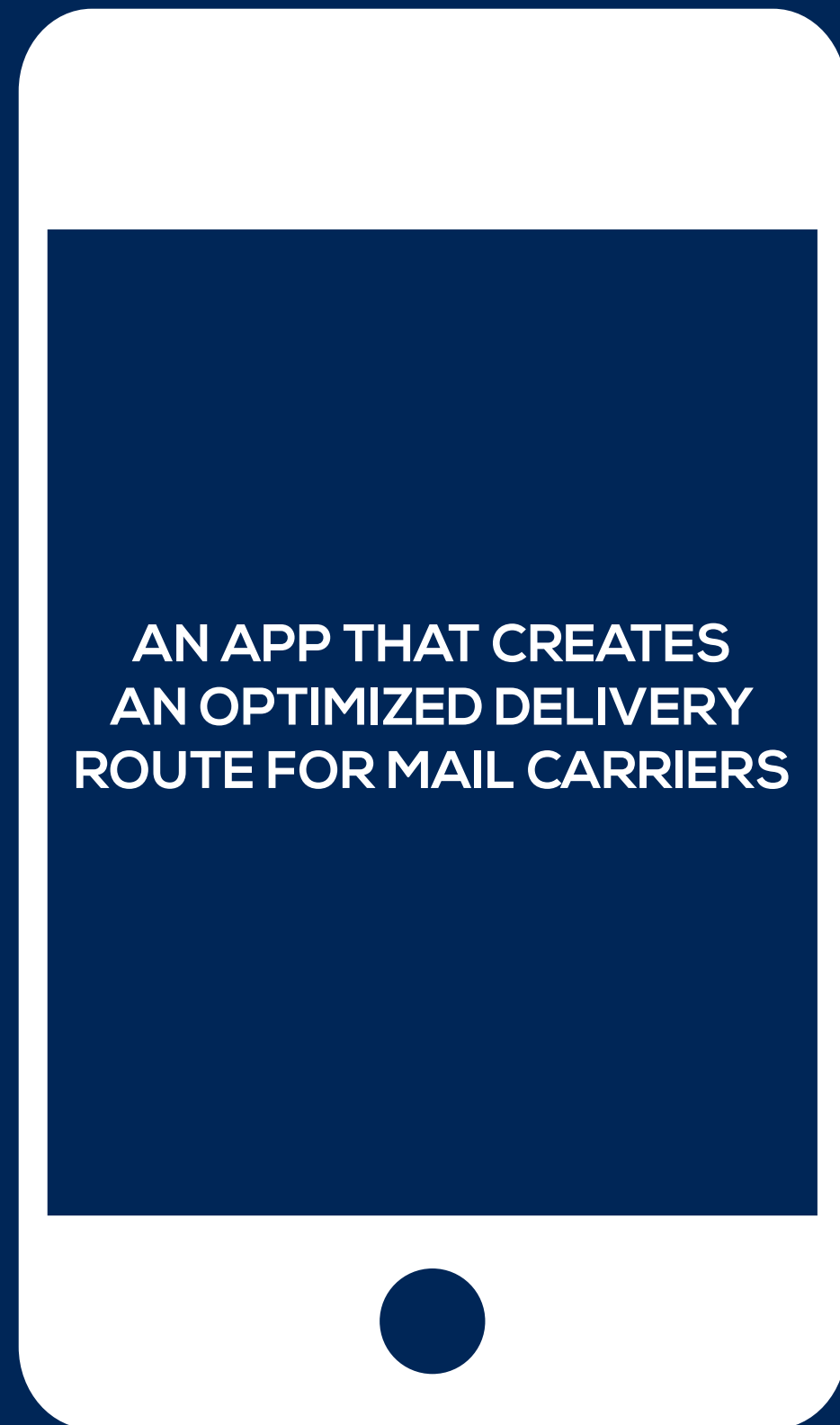
FROM OUR ORIGINAL PROPOSALS...

PERSONAL MAIL
CARRIER APP

DEVICE TO PROTECT
AGAINST PETS

WEARABLE DEVICE
TO PREVENT INJURIES

...we decided a personal mail carrier app
would best serve the needs and goals
of letter carriers



Our first prototype was a mobile app that provided mail carriers with an optimized delivery route to follow, but our testing determined that these carriers don't like being told where to go. They also wouldn't have much time to stare at their phone on the job.

Our final interface is thus meant to help mail carriers be more efficient, rather than telling them how to do it by providing them with information to make informed decisions and tools to deliver efficiently. Audio cues also help deliver this information.

WITH OPTIMAIL, LETTER CARRIERS CAN:

USE GEOLOCATION
TO TRACK DELIVERIES



QUICKLY SCAN PARCELS,
MAILBOXES, AND BUNDLES

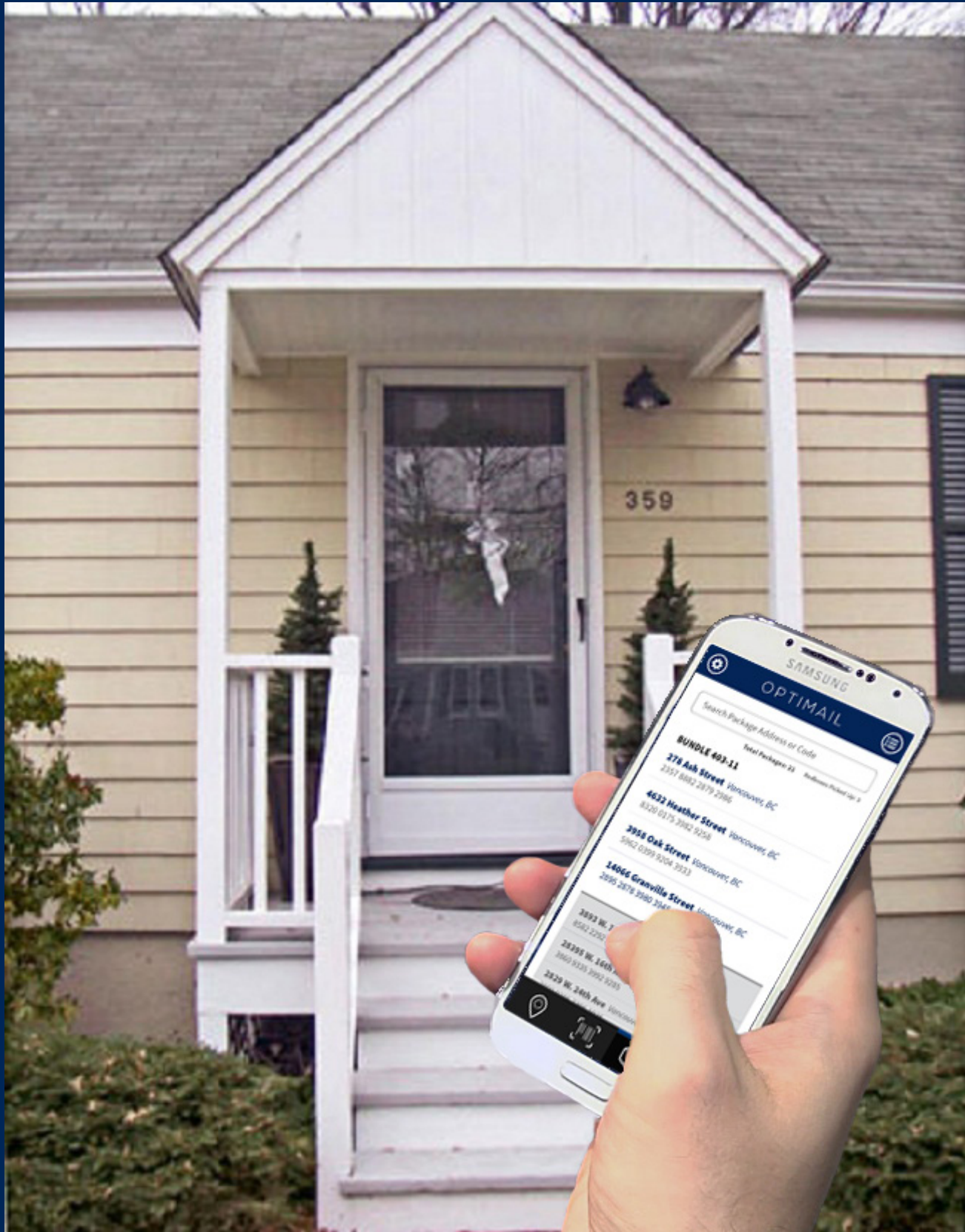


DELIVER PARCELS AT
THE TAP OF A BUTTON



CHECK PROGRESS
WITH MEANINGFUL STATS

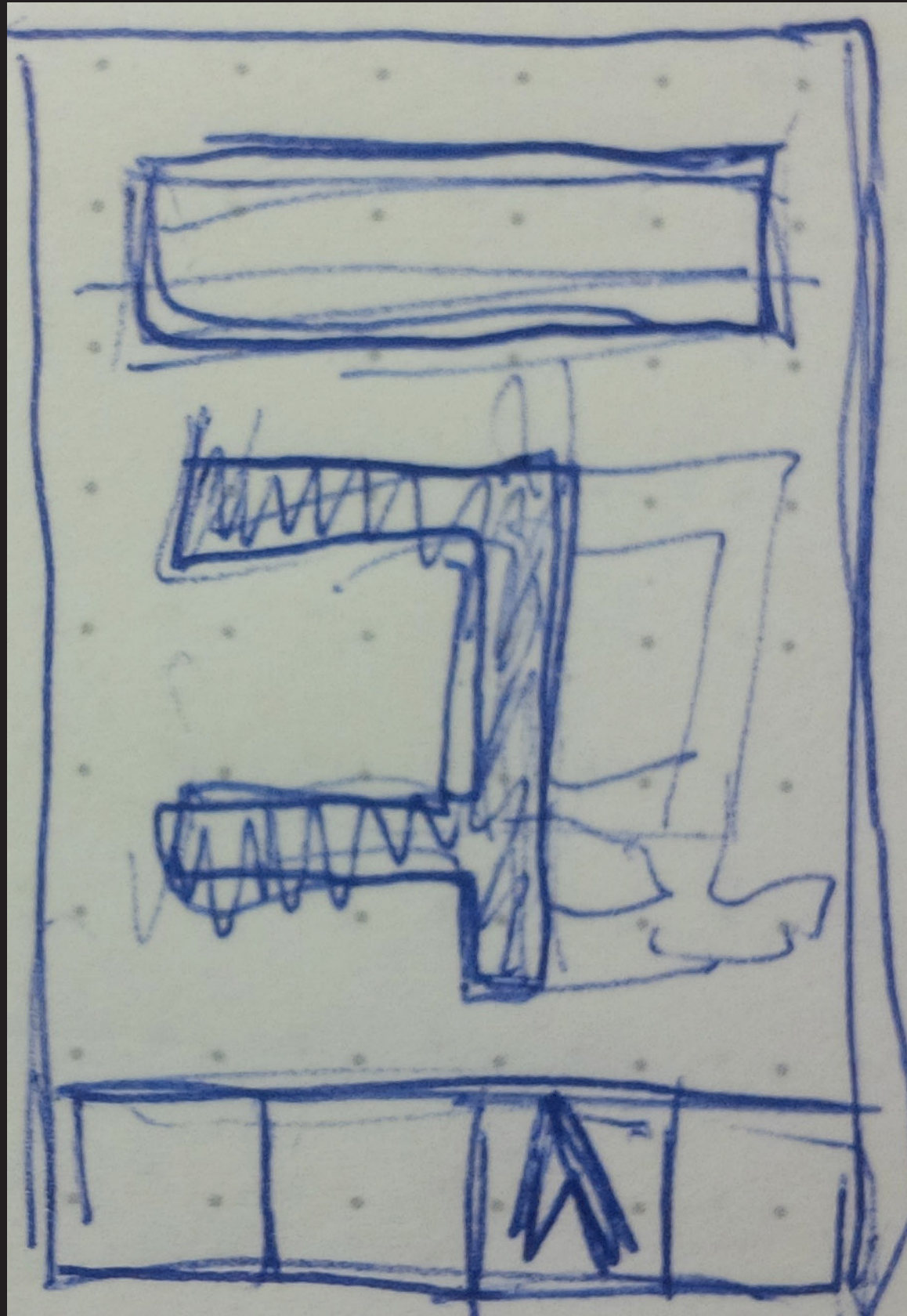




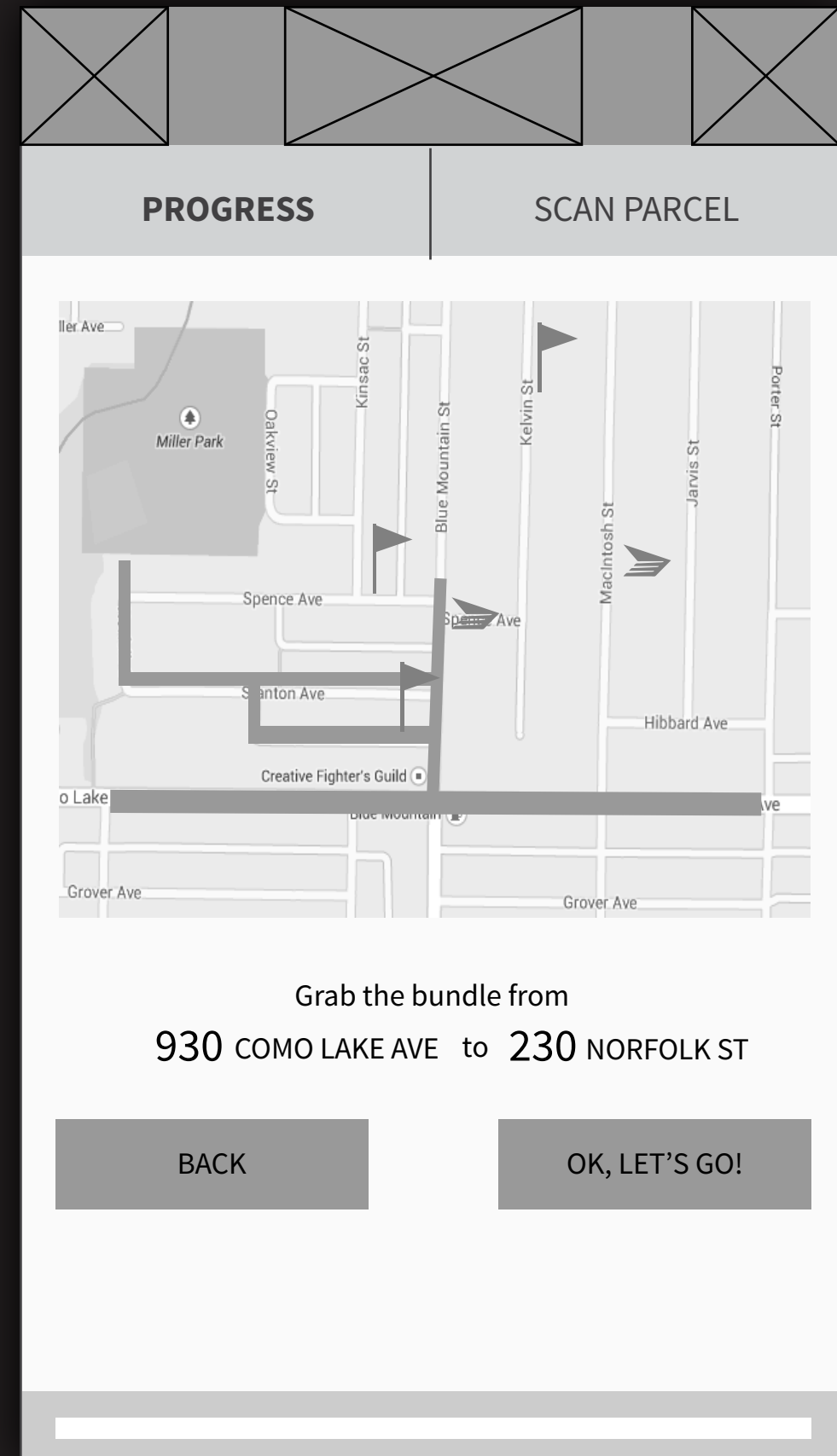
CONTEXT

As the mail carrier approaches a house to deliver a parcel, the carrier checks the list of pre-scanned parcels to find the recipient.

SKETCHES

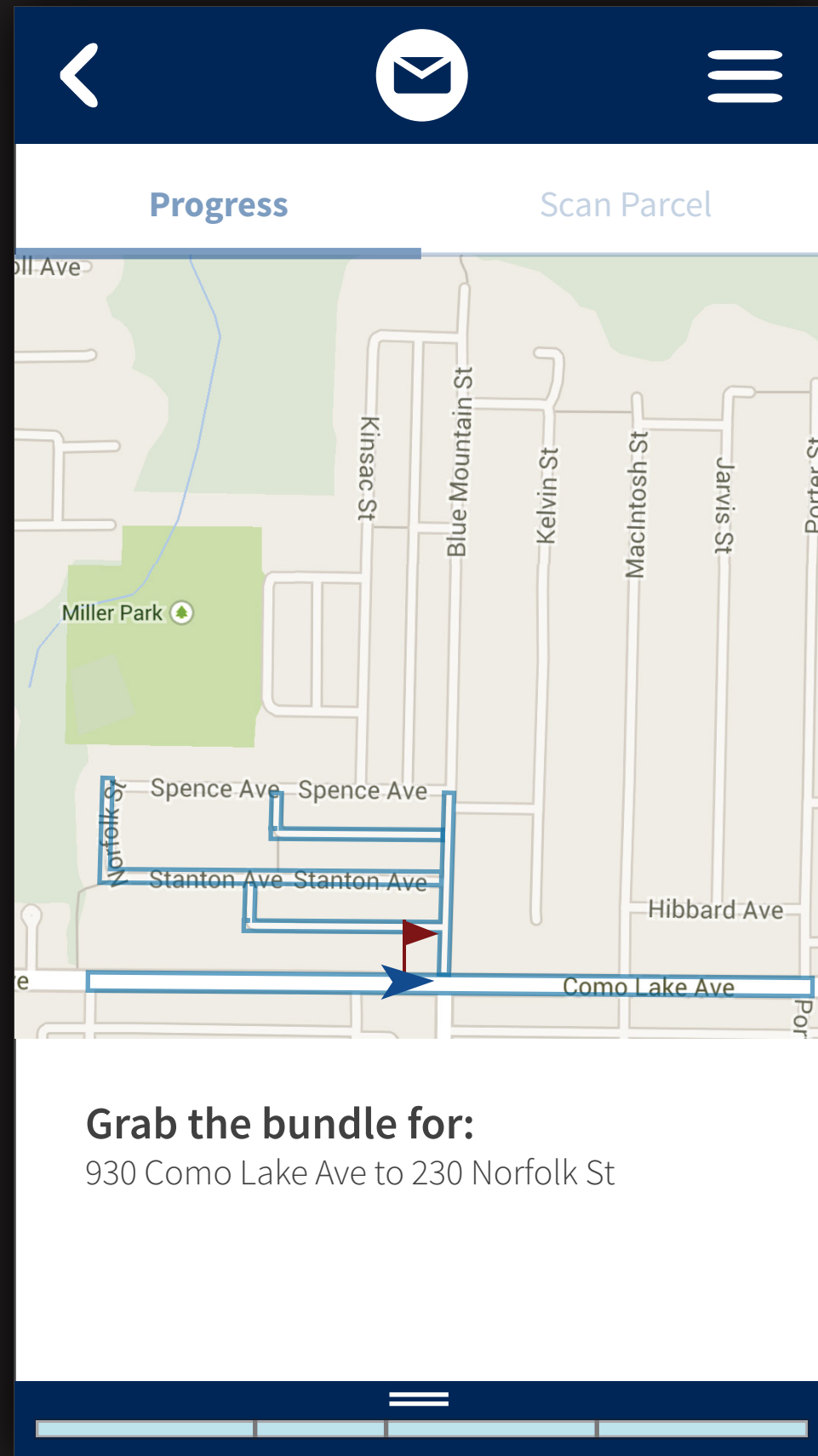


WIREFRAMES

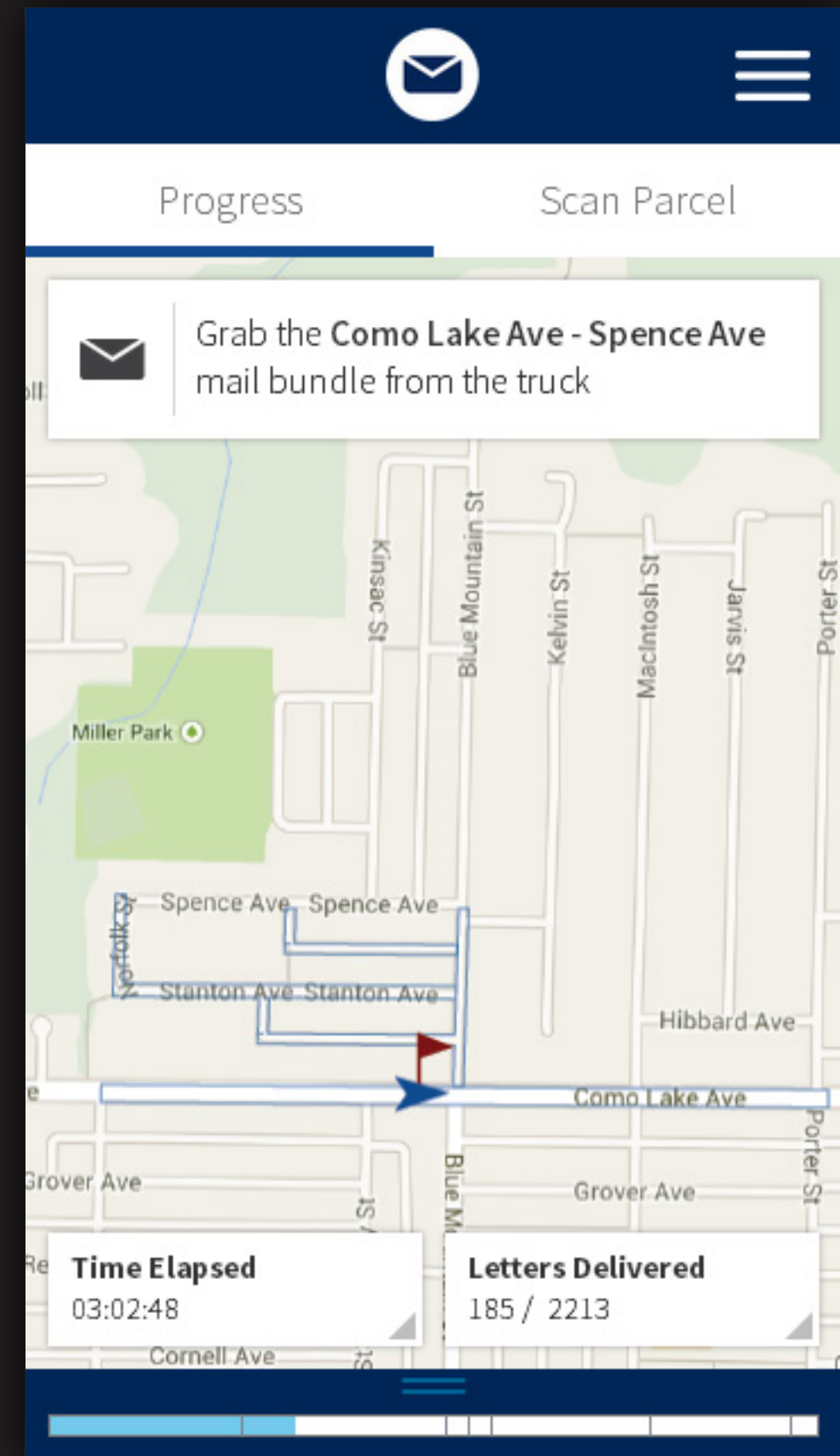


From basic sketches we moved to wireframes which outlined our essential interaction and content.

FIRST MOCKUPS

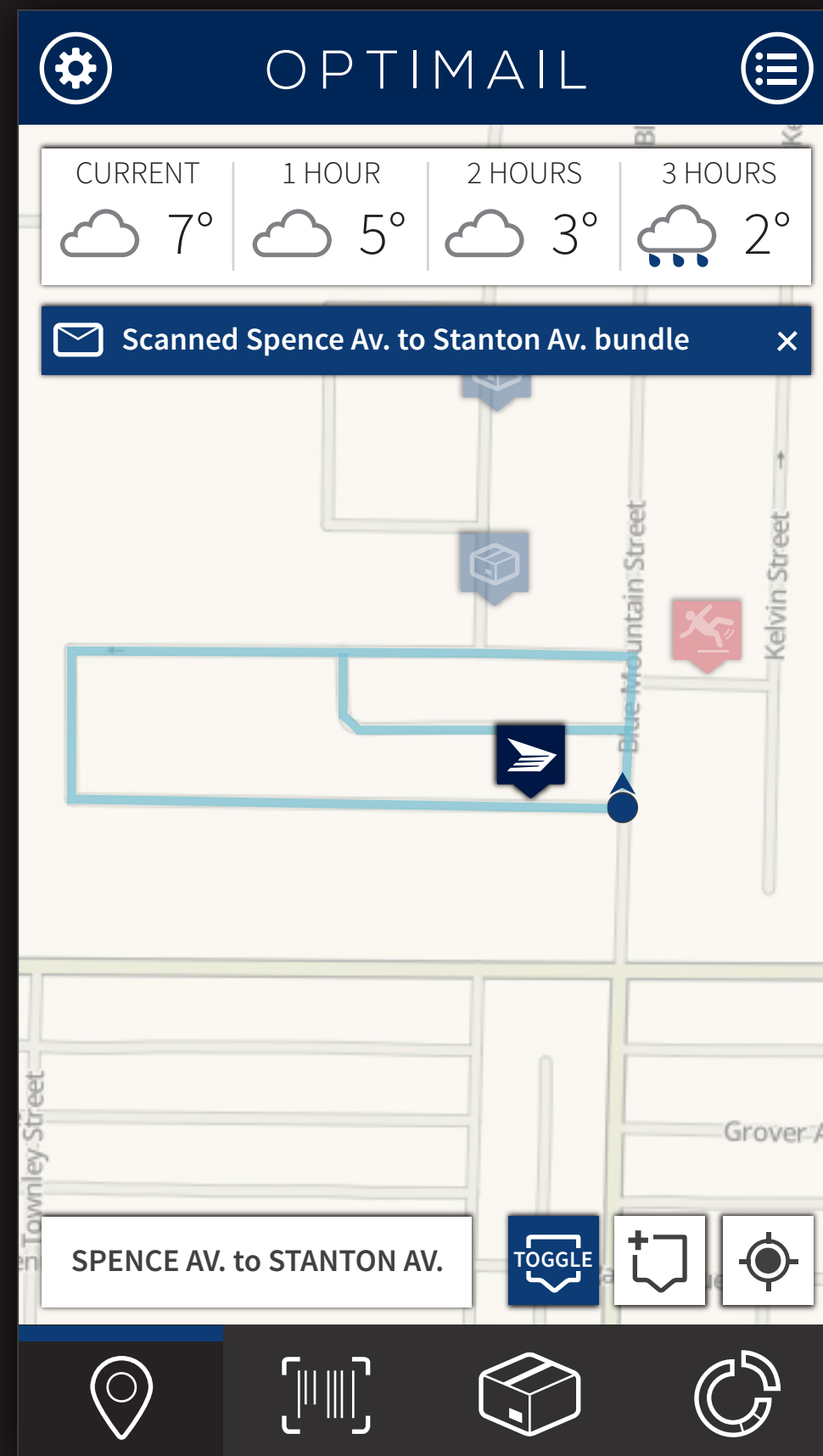


PROTOTYPE



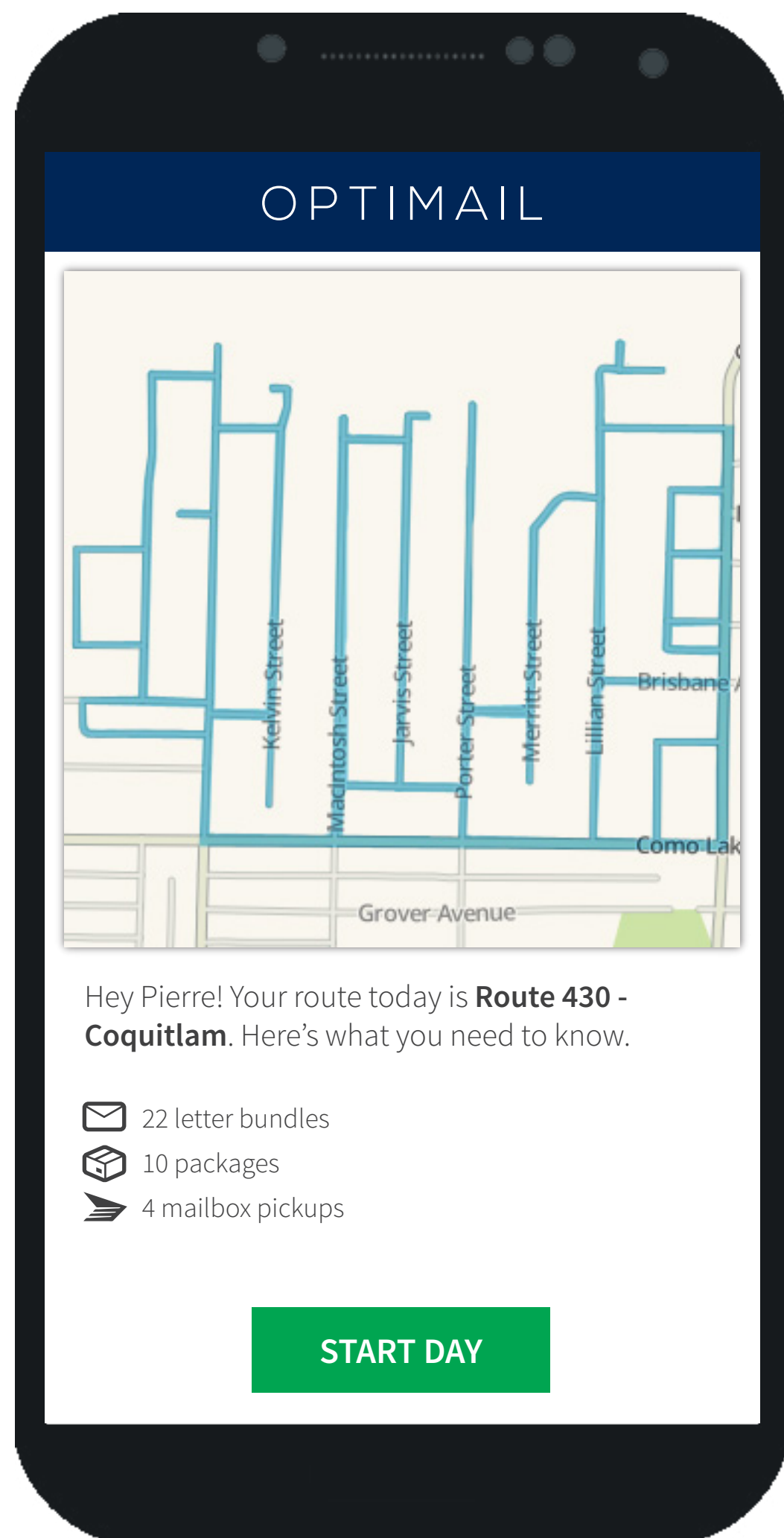
Our first mockups were generated, which were then further refined to create a more visually cohesive first prototype.

FINAL MOCKUPS AND PROTOTYPE



Our testing determined that our prototype was too linear and didn't meet the needs of the carriers. Our final app acts more as a personal assistant than a linear plan; it helps carriers rather but doesn't tell them exactly what to do.

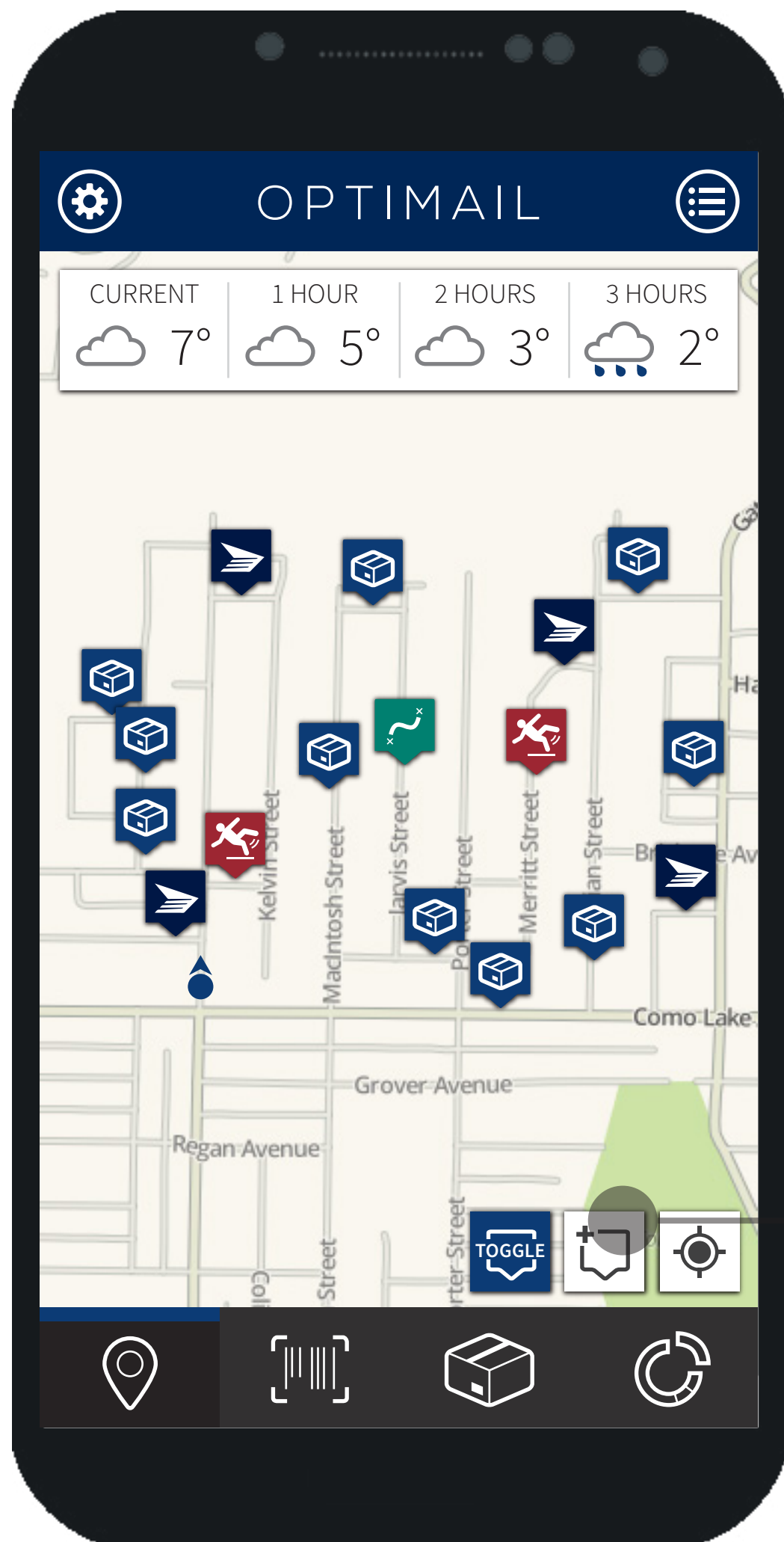
FINAL INTERFACE WALKTHROUGH



START DAY

The start screen gives letter carriers an overview of their day, helping to prepare them for their route.

Pressing the [START DAY](#) button clocks carriers into the system.

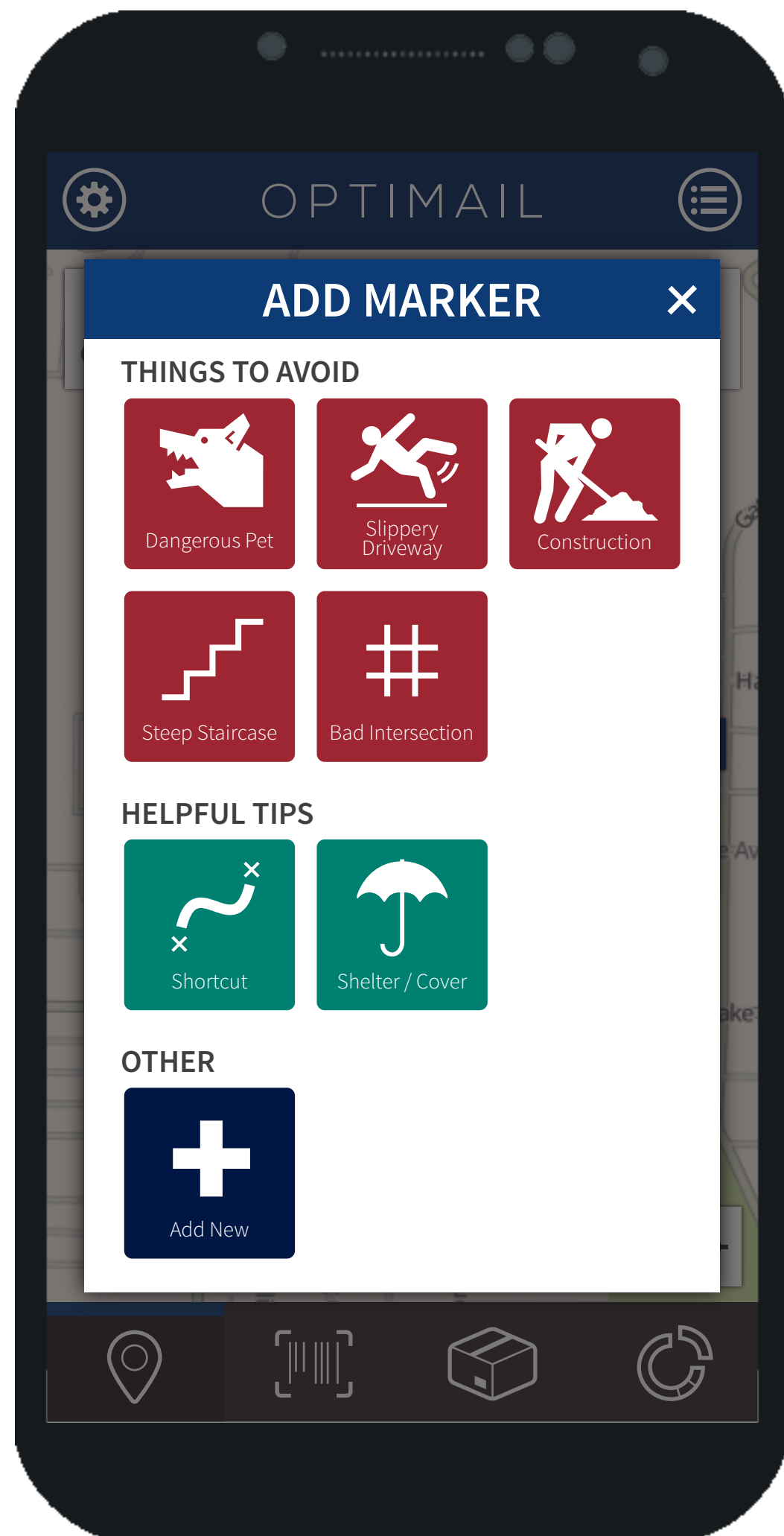


MAP SCREEN

The map screen locates **packages** and **mailboxes** for carriers, outlining key points along their route.

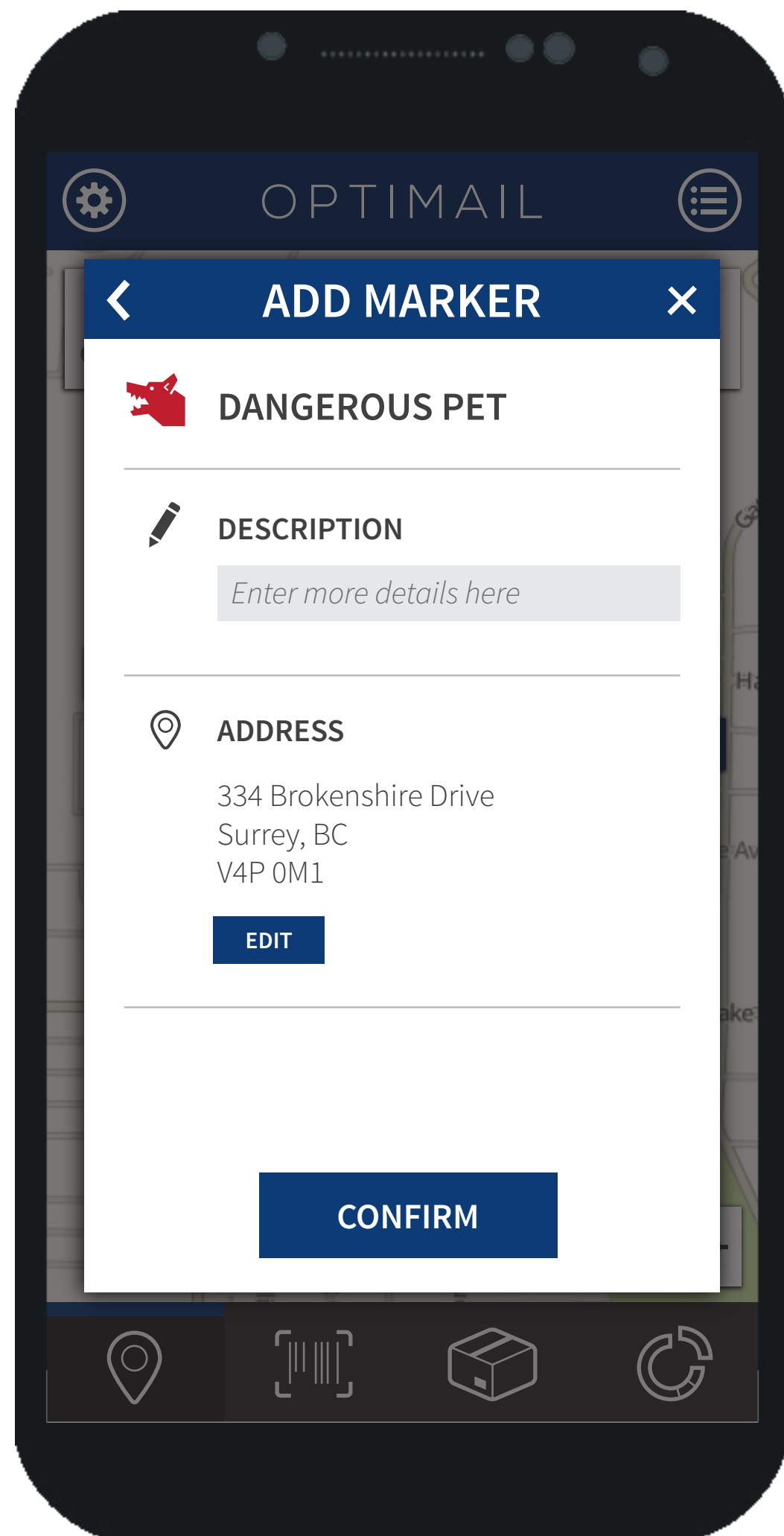
Red and **green** markers also outline trouble spots and helpful tips, respectively.

Tapping on the  button allows carriers to add their own markers to the map.



MAP SCREEN

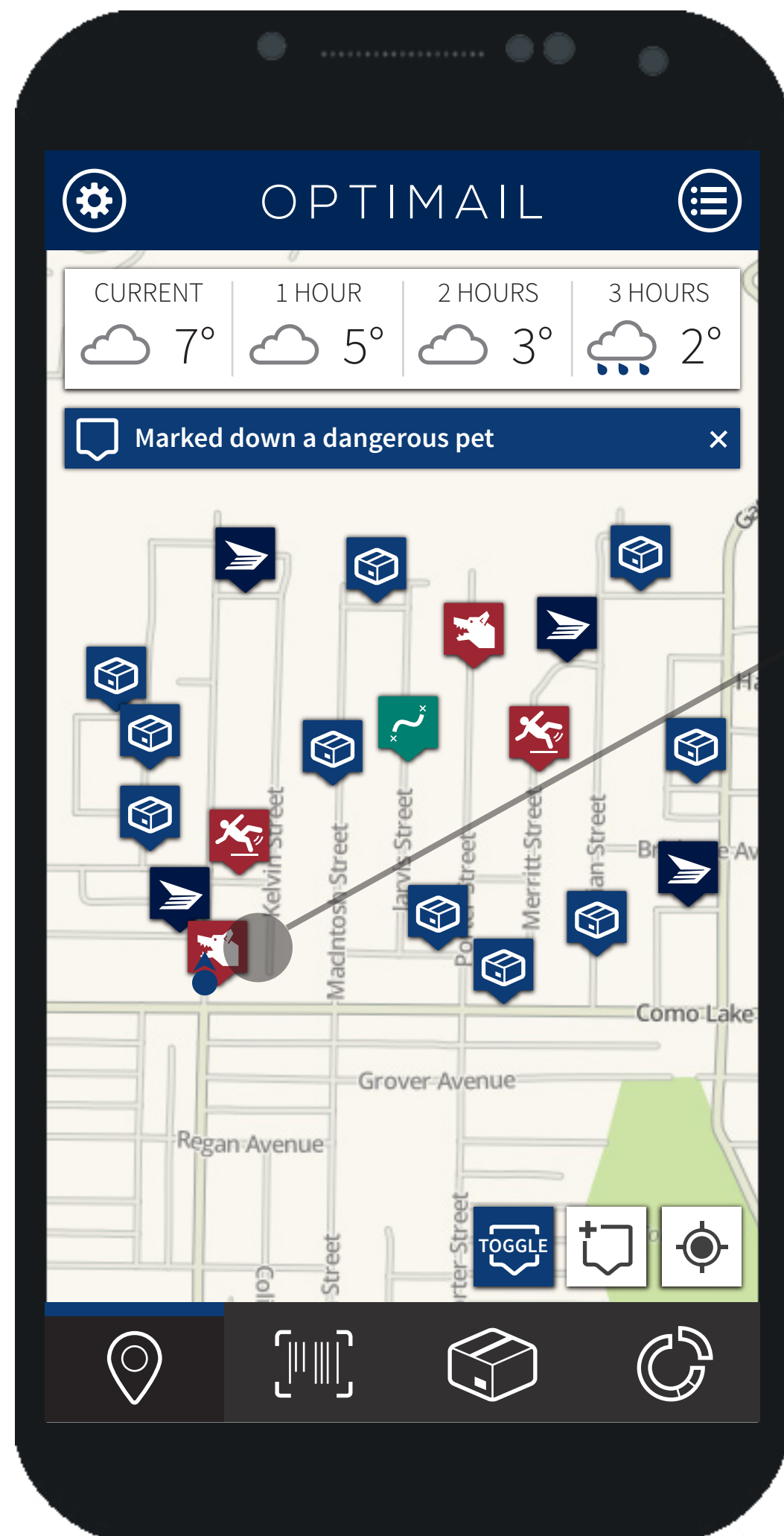
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MAP SCREEN

Carriers can add several kinds of markers, or add their own.

They can then edit the description of the marker.

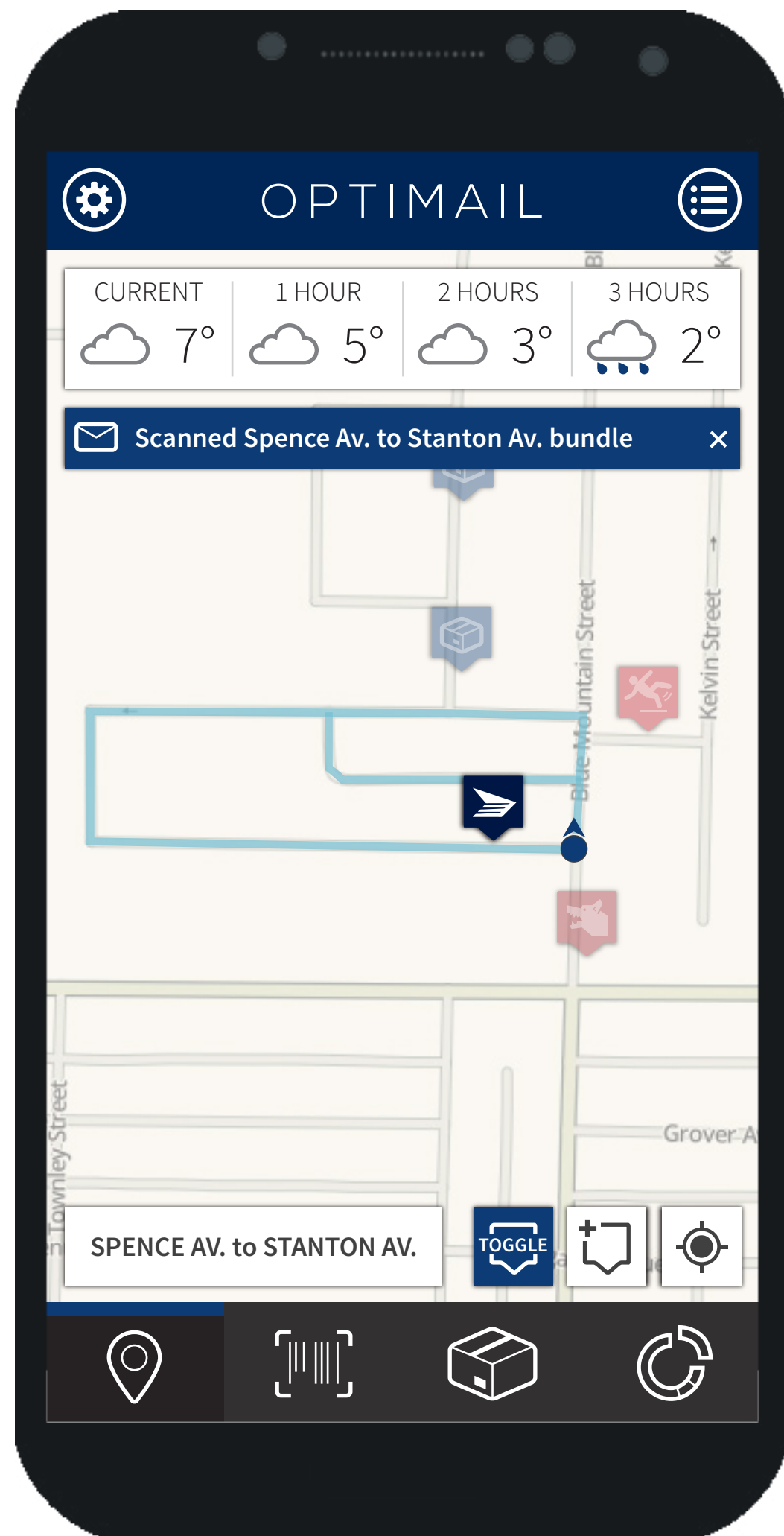


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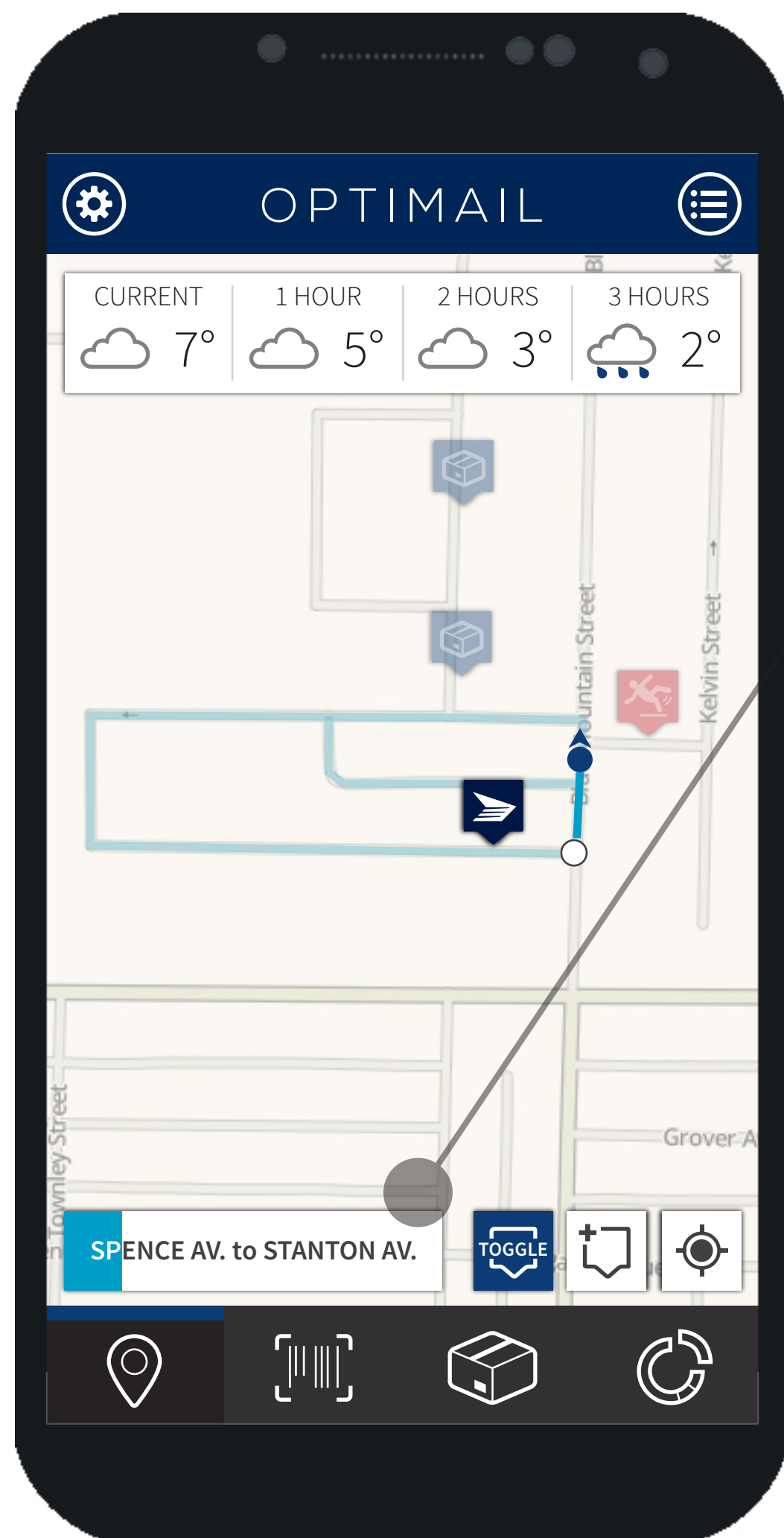
They can then edit the description of the marker.

The marker gets placed onto the map, and can be viewed by carriers for that route on subsequent days.



MAP SCREEN

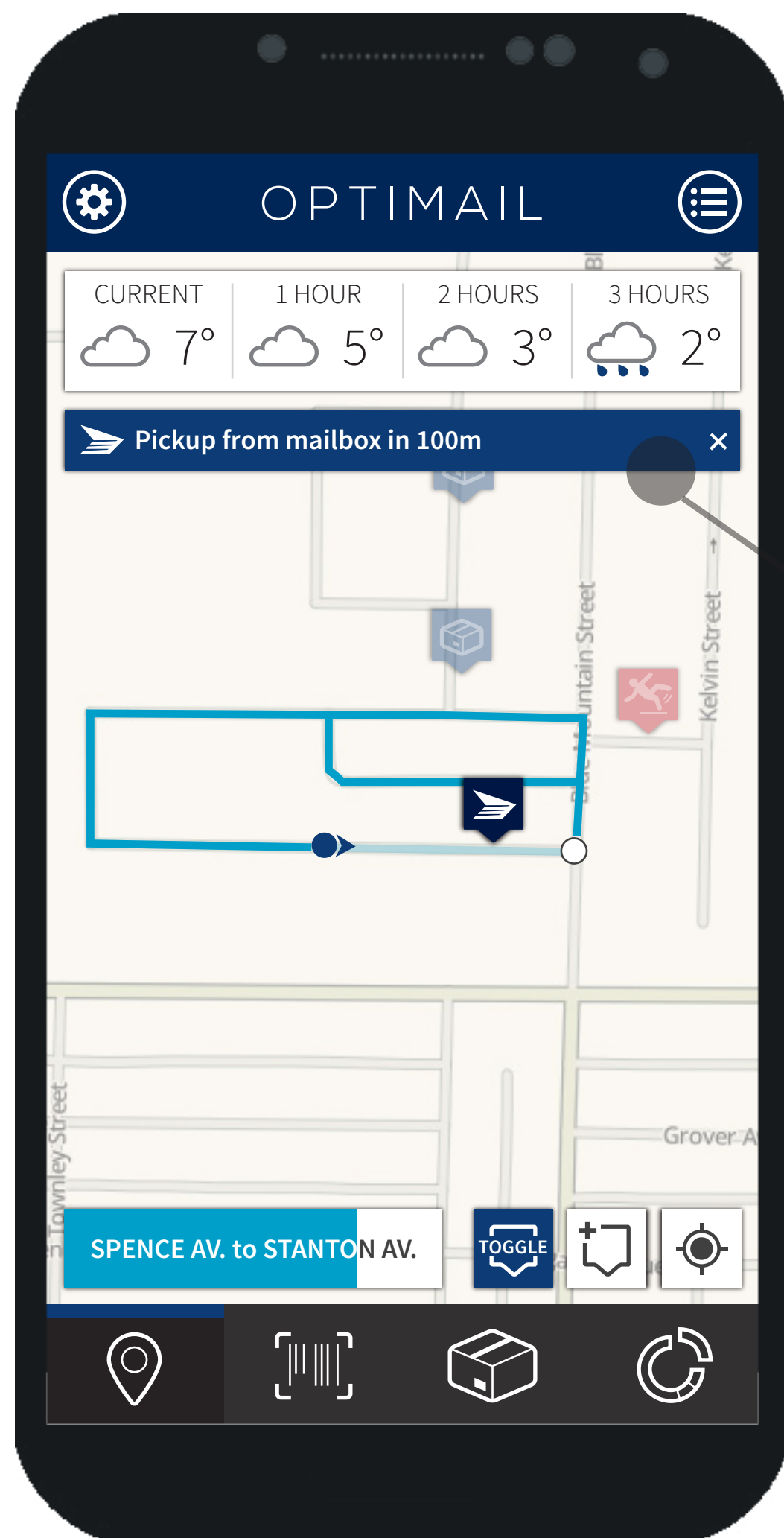
During a bundle delivery, the map zooms in to show what area the carrier must deliver to during the bundle.



MAP SCREEN

During a bundle delivery, the map zooms in to show what area the carrier must deliver to during the bundle.

The map and the  bar show the carrier's progress.

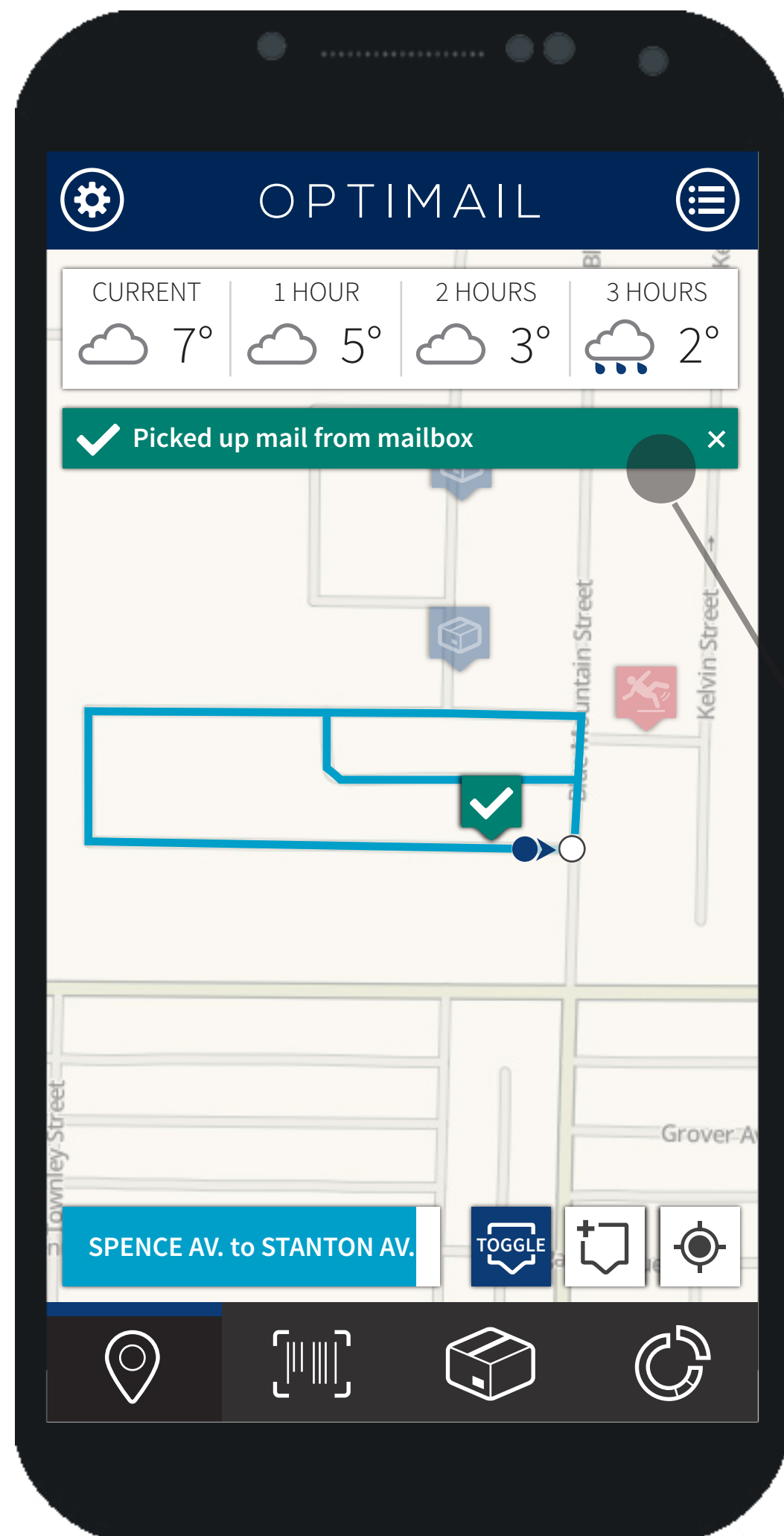


MAP SCREEN

During a bundle delivery, the map zooms in to show what area the carrier must deliver to during the bundle.

The map and the  bar show the carrier's progress.

Approaching an important point gives the carrier a notification as well as an audio cue to remind them what to do.



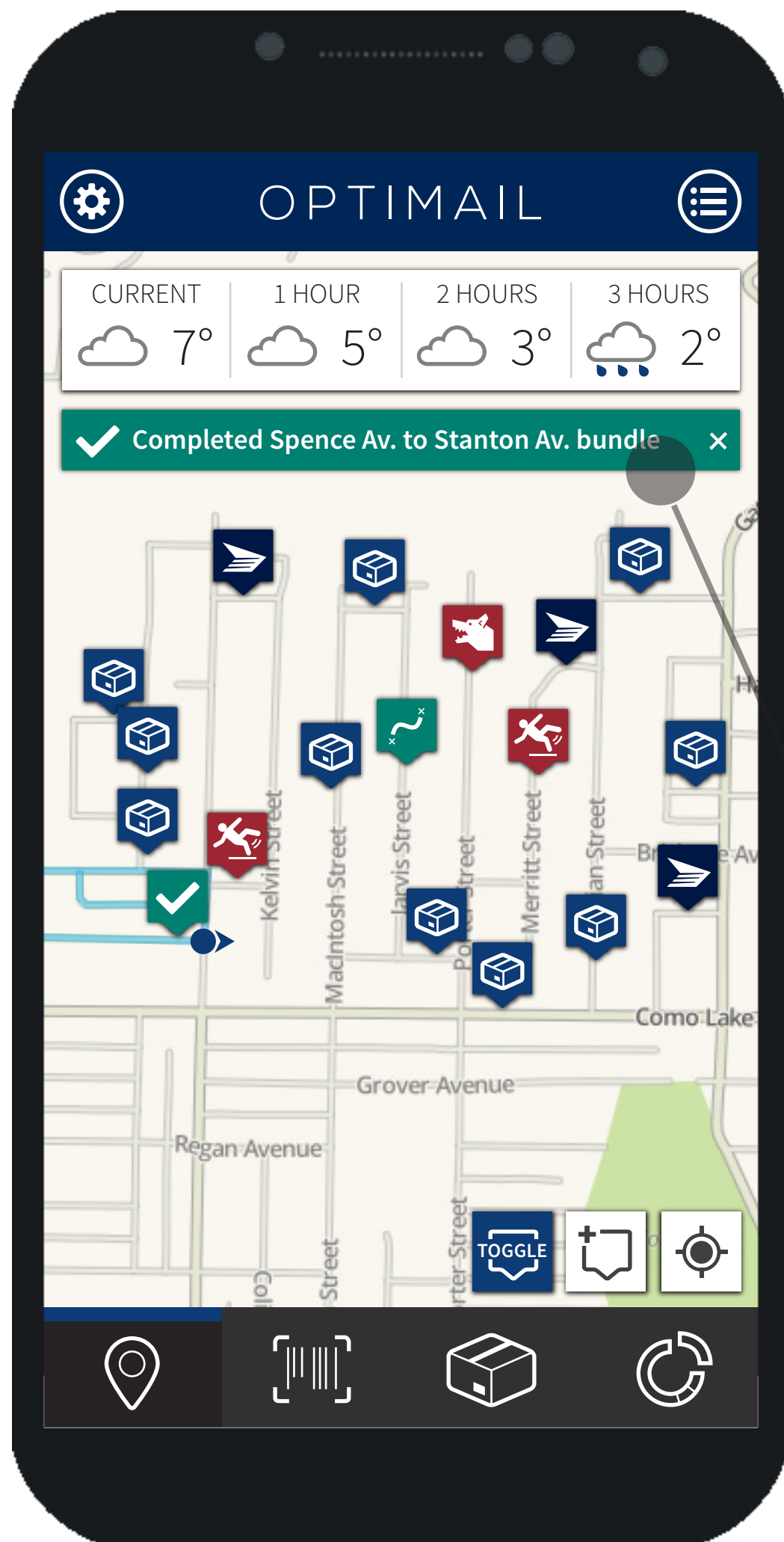
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Carriers are notified when they accurately complete a goal...



MAP SCREEN

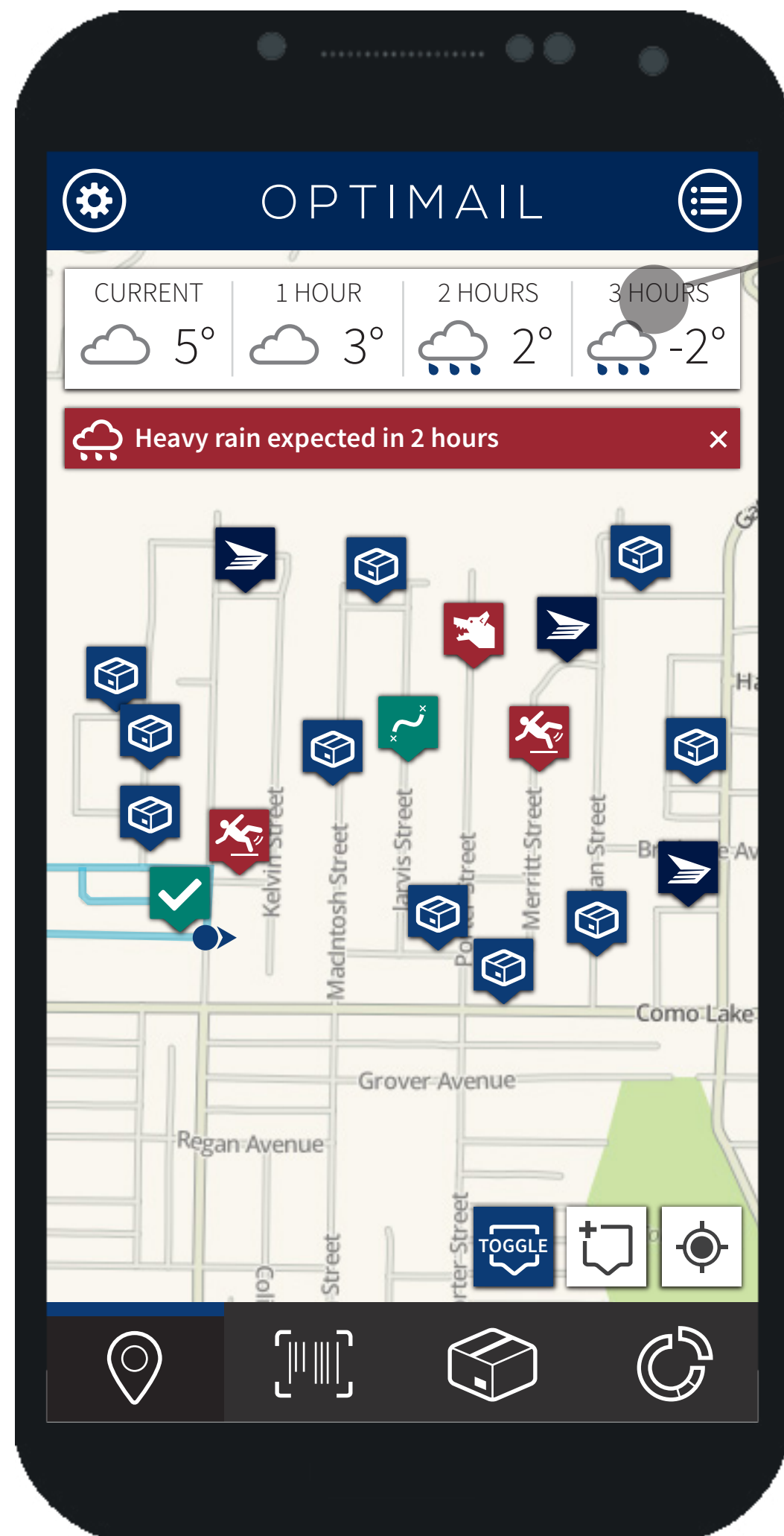
During a bundle delivery, the map zooms in to show what area the carrier must deliver to during the bundle.

The map and the SPENCE AV. to STANTON AV. bar show the carrier's progress.

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Carriers are notified when they accurately complete a goal...

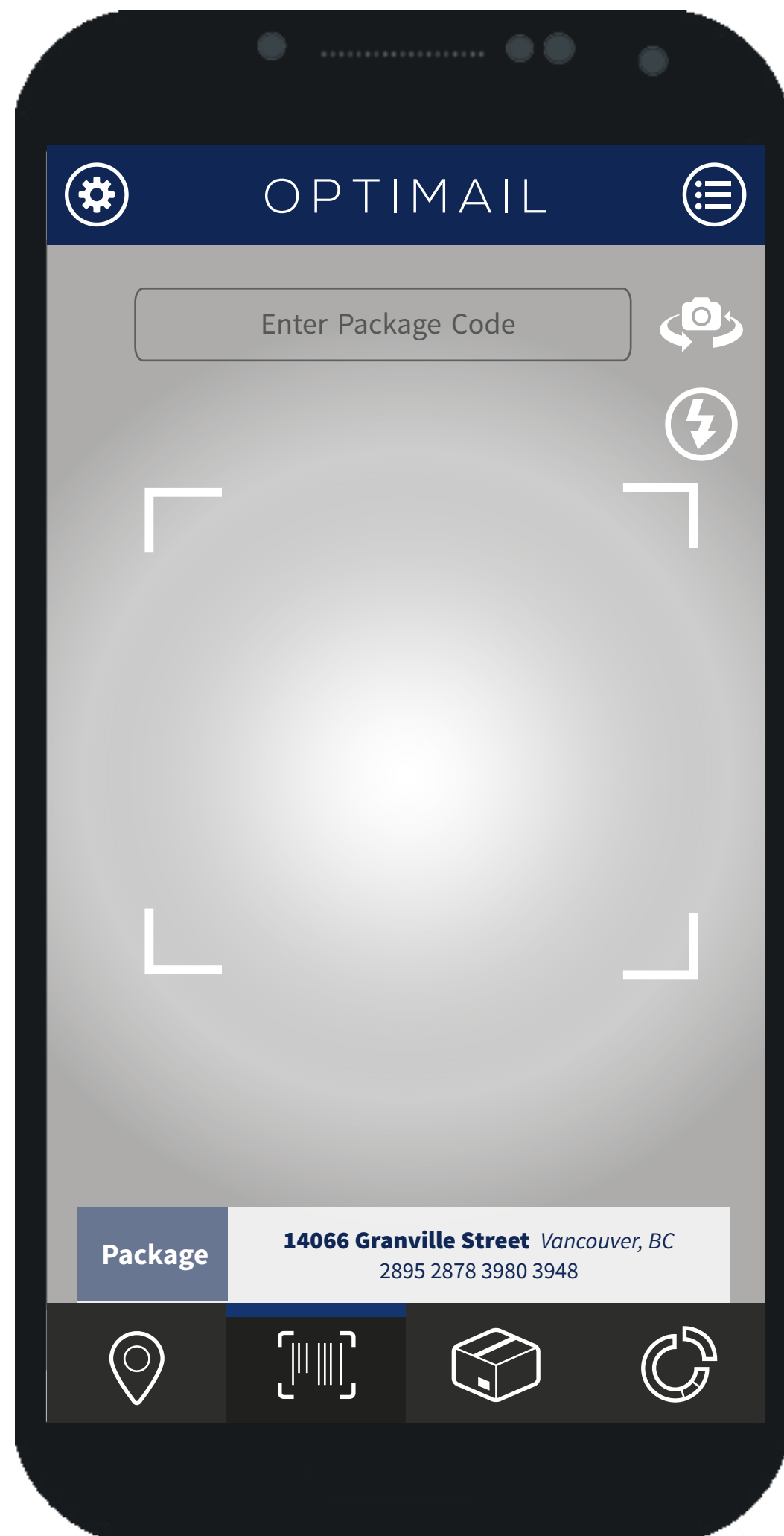
...as well as when they complete an entire mail bundle delivery.



MAP SCREEN

The weather bar at the top also warns carriers if dangerous conditions are incoming.

They can use this information in order to determine a plan of action; some carriers like to seek sheltered parts of a route if they know it is going to rain.



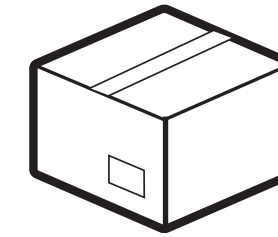
SCANNING

The scanning screen is used by mail carriers to pre-scan parcels and letter bundles. This will then provide them information such as addresses and checkpoints for the map.

The scanning screen also allows the mail carriers to scan the barcodes on the inside of the mail pick-up boxes to notify that they were there.



DELIVER

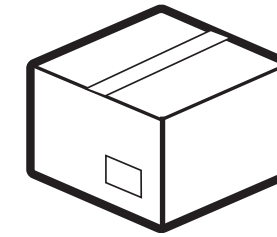


After scanning parcels, mail carriers are provided with a databank of the addresses the parcels are needed to be delivered to.

By pressing on the address, the mail carrier is able to access a secondary menu which aids them in the delivery process.

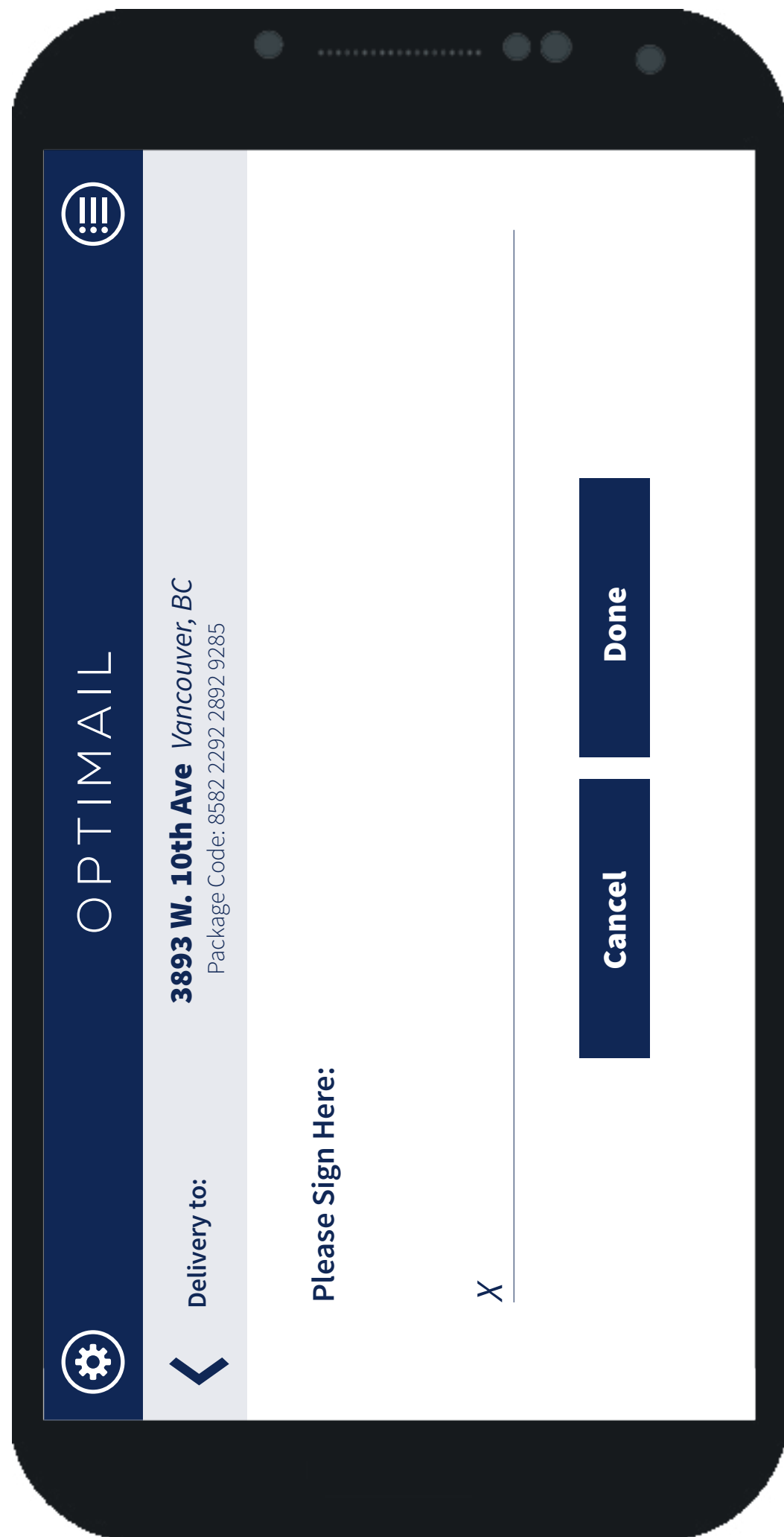


DELIVER

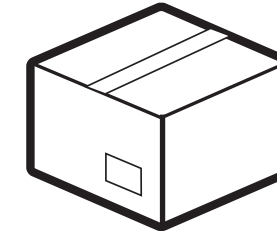


The mail carrier is then able to note if the parcel has been delivered or not.

The two buttons prompt two different responses for the mail carrier and allows them to keep track of the parcel delivery.



DELIVER

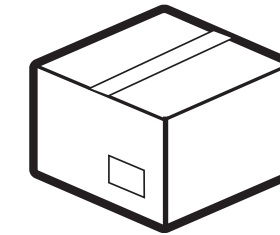


By pressing **Delivered** the mail carrier is able to then ask for the recipient of the parcel to sign for it on the application.

After this, the parcel assigned to this address is then marked as completed and delivered.

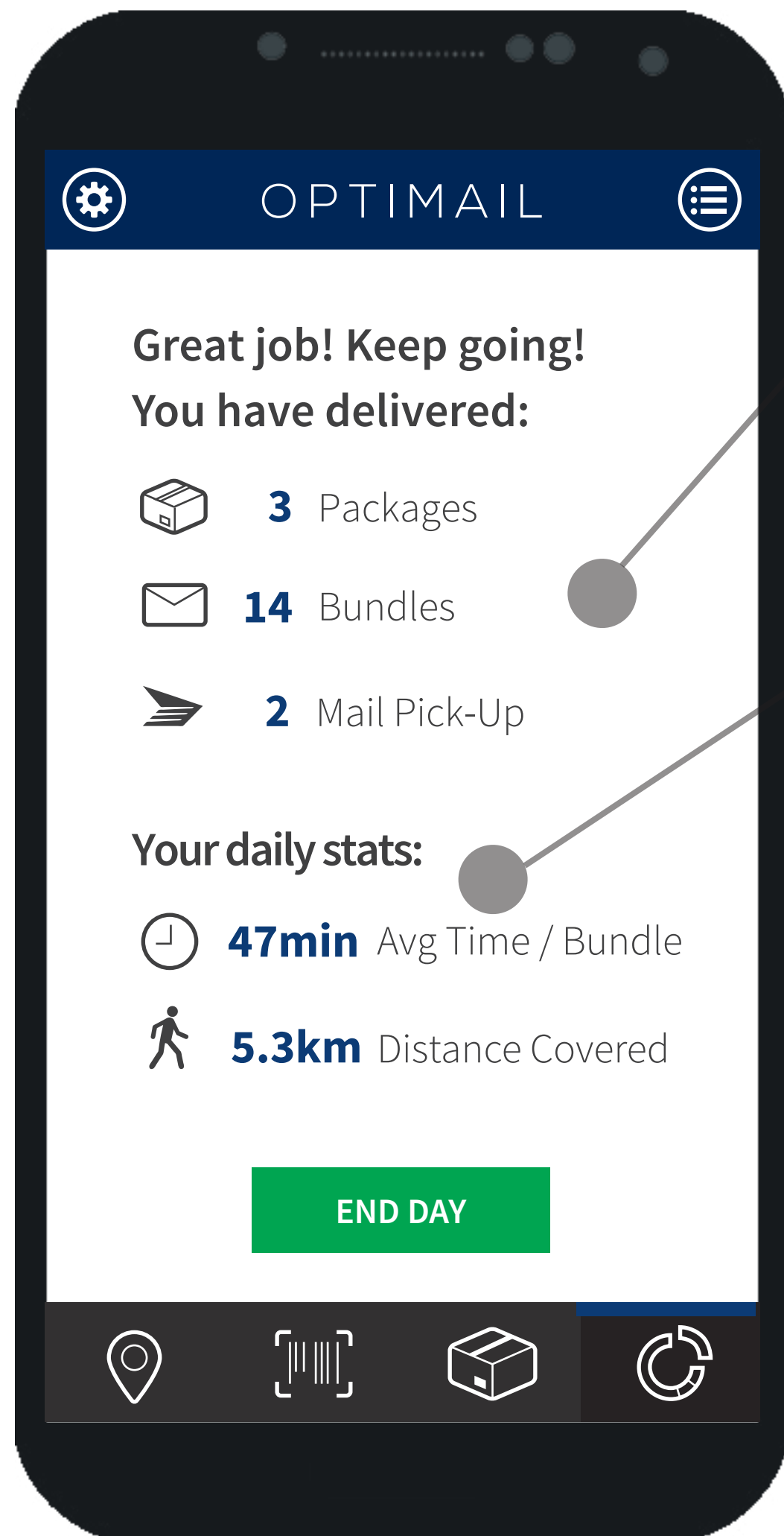


DELIVER

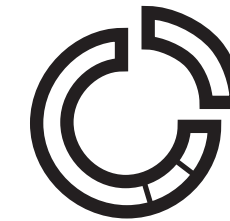


By pressing **Not Delivered** the mail carrier is presented with a dialog box that allows them to note down why the parcel was not delivered.

This ensures that the parcel is able to be picked up at a later date.

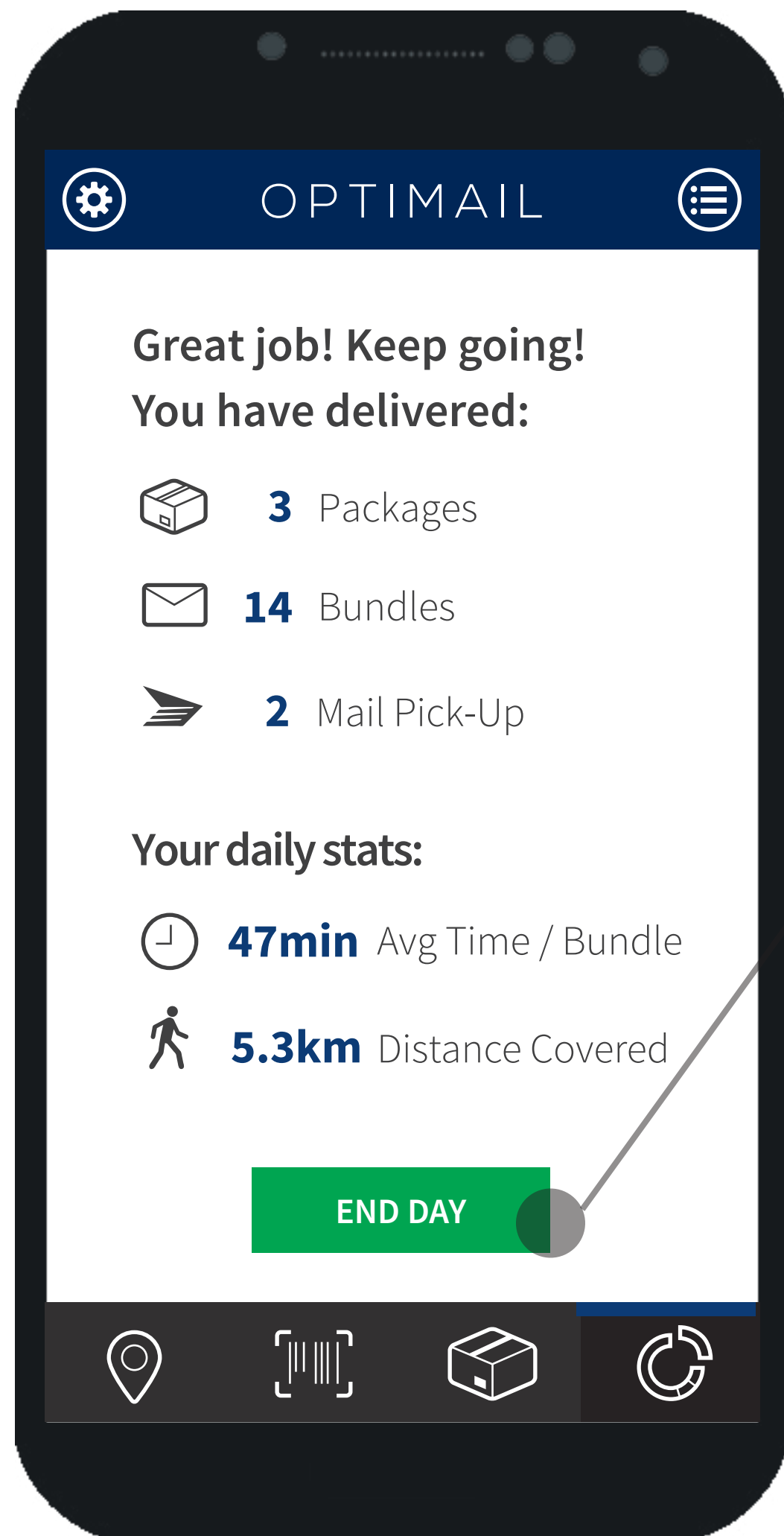


PROGRESS



This progress screen shows the mail carrier's progress of the day by how many parcels and bundles have been delivered, as well as how many mail pick-up boxes they have been to.

They are also given their daily stats so they can try to beat their past scores.

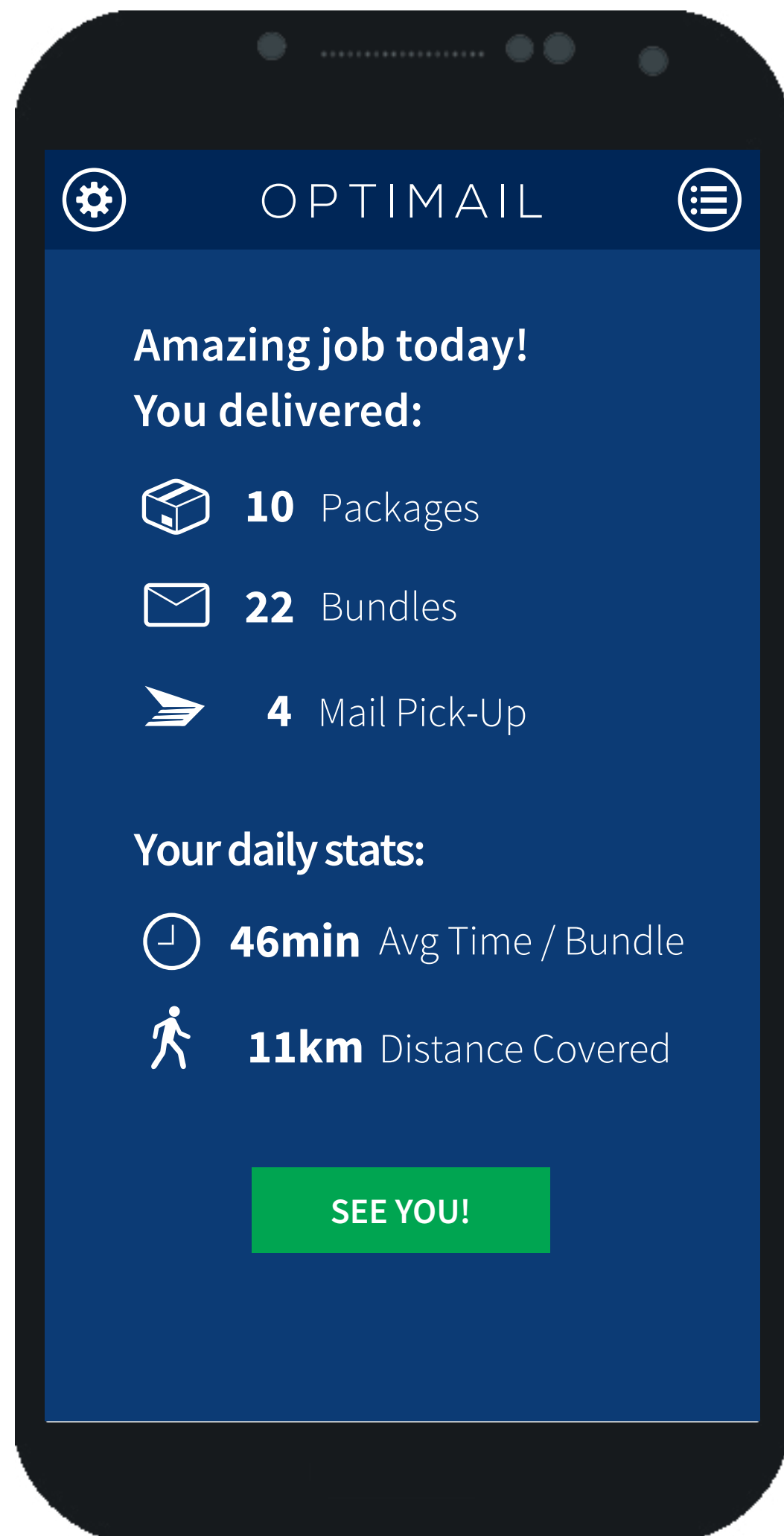


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Also, the **END DAY** button allows them to clock out of the system and close the app.



END DAY

When **END DAY** is pressed, the mail carrier is presented with the final screen displaying what they accomplished for the day.

The **SEE YOU!** button brings the mail carrier back to the "Start Day" screen; however, as the app has not received any information for the next day from Canada Post, the app tells the carrier to check back in the app later.

THANK YOU