

Delivery Operations Information System

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Delivery Operations Information System (DOIS)

DOIS Overview

DOIS (Delivery Operations Information System) has been developed to improve the management of delivery unit operations, including managing daily office work and making route adjustments. DOIS resides on each DUC (Delivery Unit Computer), and utilizes the USPS mainframe environment. The application allows navigation between functions and increases ease of use through its Windows design. DOIS is an integrated system in which data is shared by the office and street management functions.

Note: All DOIS calculations (for overtime, workhours, performance, etc.) are based on USPS policy as outlined in the M-39, M-41, and the National Agreement.

DOIS interfaces with multiple USPS systems to provide up-to-date and accurate data for decision-making. The following list includes all DOIS interfaces and how each interacts with the application:

ETC (Electronic Time Clock)
TACS (Time and Attendance Collection System)
ADCS (Automated Data Collection System)
EOR (End of Run Report)
DRS (Delivery Routing System)
AVUS (Automatic Vehicle Utilization System)
Function 4
AMS (Address Management System)

Note: Unlike in past computer programs, once the numbers are entered into DOIS, either through a manual input or through electronic gathering, at certain points during the week they are "locked" in. They cannot be changed.

ETC (Electronic Time Clock)

ETC maintains clockrings and employee information. In ETC, users create an extract file that is loaded into DOIS each day through the Daily Timekeeping Load function. Many DOIS functions depend upon data from ETC and Daily Timekeeping Load, including OTDL tracking and DOIS Performance Reports. Clockring edits are not performed in DOIS, but must be completed in ETC or the EBR (Electronic Badge Reader) before the daily timekeeping load is run. All edits made in ETC must be loaded into DOIS by the end of the service week. All Overtime Calculations are based on the rules stated in the NLCA, the JCAM and the F-21(Timekeeping Rules and Procedures).

Note: This extract must be run EVERY DAY.

TACS (Time and Attendance Collection System)

TACS maintains clockrings and employee information. In TACS, users create an export file that is loaded into DOIS each day through the Daily Timekeeping Load Function. Many DOIS functions depend on data from ETC/TACS and Daily Timekeeping Load, including OTDL tracking and DOIS Performance Reports. Clockring edits are not performed in DOIS, but must be completed in ETC/TACS or the EBR (Electronic Badge Reader) before the daily timekeeping load is run. All edits made in ETC/TACS must be loaded into DOIS by the end of the service week. All Overtime Calculations are based on the rules stated in the NLCA, the JCAM and the F-21(Timekeeping Rules and Procedures).

ADCS (Automated Data Collection System)

The ADCS interface transfers sequenced route delivery data from a national database into the DOIS database structure. DOIS receives sector/segment and delivery point data from the ADCS national repository (ADCS-National) in order to enter in address databases within DOIS. ADCS provides a national-level Delivery Point File (DPF) and National Directory Support System (NDSS) data on a weekly basis, and this information is transferred to DOIS for processing. The information received from ADCS into DOIS provides the overall route structure for each delivery unit and is used in the creation of pivot plans.

EOR (End of Run Report)

This interface transfers EOR mail volume data into the DOIS database automatically, which decreases the amount of data entry for the supervisor. Mail is sorted to the Delivery Point Sequence (DPS) level at distributed Mail Processing Plants by Customer Service Bar Code Sorters (CSBCS) and Delivery Bar Code Sorters (DBCS). Volume information is sent to DOIS from EOR server by the EOR/DOIS transfer process. The file placed on the server by the plant is imported into the DOIS database automatically at the scheduled time each day. Users can view the volumes received in this transmission in the Capture Mail Volumes-Manual Window in the columns for DPS Letters and Caseable Automated Letters. Users can change the scheduled times for retrieval of the file on the EOR Management Window. If a user manually overwrites EOR volumes (either DPS or automated caseable) for specific routes, future EOR downloads that day will still work, however they will update only those specific routes that were NOT manually updated. For instance, if you have 10 routes in a unit and you manually enter EOR values for routes 9 and 10, additional EOR downloads that day will update routes 1-8, leaving routes 9 and 10 alone.

DRS (Delivery Routing System)

The DRS software provides a visual mapping tool for route adjustment purposes, allowing the move of sector/segments between routes in a zone in order to produce more efficient delivery schemes. After conducting a route inspection, users can create a file in DOIS to load into DRS to utilize the mapping tool. After adjustments are completed using DRS, the adjustment data can be uploaded back into DOIS.

AVUS (Automatic Vehicle Utilization System)

Supervisors use AVUS on site for tracking vehicle activities. AVUS provides an electronic method of collecting and summarizing vehicle daily activities and transmits this information to the vehicle maintenance facility server, then to the mainframe for processing. This system automates data collected on PS Form 4570. The DOIS interface with AVUS transmits the delivery unit's identifying information from DOIS files on the DUC computer into the AVUS system. This interface runs automatically each day and ensures that AVUS has the most current information for the unit.

Function 4

Function 4 provides delivery managers with specific information required for management of Function 4 resources in the delivery unit. It is used on a daily basis to monitor mail volumes and work hours associated with clerks. DOIS files are transferred to Function 4 each day to ensure that Function 4 has the latest facility information. These DOIS files are maintained by the interface and are local to the DUC.

AMS (Address Management System)

The AMS-DOIS interface replaces the paper-based system used during route inspections and adjustments. Users have the ability to move territory, request district approval, re-sequence routes, and electronically submit re-sequenced data to AMS. The user can also add, remove, and edit non-delivery points on routes in AMS.

Supervisor Workbench

The Supervisor Workbench is the primary area where all of the functions of DOIS are available for use by management. The system operates off four specific “tabs” – Daily Workload Management; Performance Reports; Planning and Scheduling, and Route and Unit Maintenance.

Workload Status Window

The Workload Status window is used to view route status and make decisions regarding vacancies and carrier workload. The window is always visible during Office Management. It dynamically changes to show management the estimated hours of work based on mail volumes and the impact of its decisions on the daily workload.

When a supervisor/manager right clicks on any route number on the Routes tab the following function is completed:

- · **Route Details**
- : **Change Percent to Standard**
- · **Create Vacancies**
- · **Assign Route**
- · **Pivot Street**
- · **Adjust Leave Time**
- · **Adjust Return Time**
- · **Reports/Forms**
- : **View All Routes**

By right clicking on the Other tab the following function is completed:

- · **WA Details**
- · **Create Vacancies**
- · **Assign Full WA**

Office Management Windows

The three office management windows that can be accessed at any time are:

Workload Status Window

Workload Status Report

This report allows users to view the current day’s workload status for their delivery unit. It is a daily planning report that outlines for each route in the delivery unit; base and actual mail volumes, projected overtime or undertime, projected office and street workloads and projected leave and return times. It shows which carriers are assigned to each route as well as which carriers are providing assistance on each route. It also displays the total projected variances to base for each route, as well as the unit totals. The summary section provides the user with a breakdown of the projected office, street and total time for the unit for the day compared to base, total caseable mail volumes compared to base, as well as the total overtime, annual leave and sick leave hours.

Supervisor Workbench

This workbench contains the following four tabs:

- Daily Workload Management Tab**
- Performance Reports Tab**
- Planning and Scheduling Tab**
- Route and Unit Maintenance Tab**
- Change Delivery Unit Window**

Daily Workload Management

Mail Volumes and Work Hours

Capture Mail Volumes - Manual

Capture Mail Volumes - DCD

The Capture Mail Volumes - DCD window allows the user to upload mail volumes from the DCD to the DOIS database after mail volume collection.

Daily Timekeeping Load

Clockring Discrepancies

The Individual Weekly Clockring Discrepancy Report shows clockring discrepancies for a selected service week and carrier. The report displays discrepancies caused by operational clockring errors. Operational clockring errors occur when a carrier has clocked time to an unscheduled route in the delivery unit, has clocked time to an unknown route and is assigned to the delivery unit, or has not clocked time to a scheduled assignment.

SPLY Impacts

These are items that impact mail delivery. Usually weather related but must be of a general overall impact that would cause most of the carriers to be affected.

Reports and Forms

1564-A Delivery Instructions

The Form 1564 - A contains the delivery information and instructions for a route. It displays information about the route's regular carrier, delivery method(s), and locations of collection points, relay boxes, and park and loop stops. A route's transportation and vehicle information as well as lunch and break locations are also displayed on this form. Replacement carriers use this form when they are assigned to a route they are unfamiliar with. In addition, Supervisors use this form as a reference to review the general information for a particular route.

Revised Carrier/Route Assignment

This function allows for the generation of the Revised Carrier/Route Assignment. This report displays a carrier's or route's assignment on a specific day. The version for the supervisor contains enter times, exit times, and duration. The carrier's version does not contain these times. This worksheet reflects the results of the supervisor's decisions in pivoting sections, providing street auxiliary assistance and office assistance based on data captured by the Street Pivoting/Auxiliary and the Non-Street Pivoting/Auxiliary functions. There are two versions of this worksheet.

Work Load Status Report

Miscellaneous Workload Status Report

Workhour Discrepancy Report

This report identifies discrepancies between what the carrier was scheduled to work (based on DOIS schedules) and what the carrier actually worked (based on Timekeeping clockrings). All of the routes that were worked by each carrier for the given day will be listed on the worksheet along with the relevant scheduled and actual information.

Clockring Discrepancy Report

Workload Management

Create Vacancy - 3971

The Create Vacancy - 3971 Window is used to record a full or partial vacancy (carrier absence from the unit) on a route or other assignment. Vacancies can be created for the current and next service weeks only. DOIS uses the data recorded to create a vacancy for the indicated route and to update schedule information.

Regular/City Route Details

The Regular/City Route Details is used to view the details for a given route and can also be used to assign carriers to entire route or a portion of the route. You can view the base office and street hours, the earned office and total route hours, the name of the carrier assigned to the office or street activity, and the hours of the auxiliary assistance assigned.

Carrier Information List Window

The Carrier Information List window is used to view the list of carriers assigned to a Supervisor's delivery unit. The list includes carrier information that help users select a carrier to work an assignment vacancy, carry a pivoted section of a route, or provide office auxiliary assistance. This window defaults to display scheduled carriers. If needed, you can click the View Unscheduled Carriers button to view unscheduled carriers. You can access this window in three different ways: from the Regular/City Route Details window on the Daily Workload Management tab of the Supervisor Workbench, the Street Pivoting window on the Daily Workload Management tab of the Supervisor Workbench, and from the right click menu on the Workload Status window.

The following fields are included in this window. (Click on a field for more detailed information)

Carrier Name

Empl Type

Schd Route

Schd Hours

Days Cased

Last Days Cased

OTDL Status

OT Hours

OT Opps

Hrs Week to Date

Base Day Yet

A subsequent window is used to complete the following procedures:

Assign an Entire Route to One Carrier

Assign the Office Activity to One Carrier

Assign the Street Activity to One Carrier

Assign the Office Activity to Multiple Carriers

Pivot the Street Activity by Section/Duration

Pivot the Street Activity Manually

Pivot the Street Activity by Delivery Type

Delete Office/Street Assistance

Miscellaneous Route Details

The Miscellaneous Route Details Window is used to view the assignment details for a given work assignment and to assign carriers to the entire work assignment or portions of the work assignment. You can view the name of the carrier assigned to the entire work assignment, and the hours of assistance each carrier is working.

Street Pivoting/Pivoting Options Window

This window is used to determine the method of pivoting used on the Street Pivoting window.

Daily Assignments

The Daily Assignments window is used to view and modify the daily assignments for all carriers within a delivery unit for the current day. The grid lists carrier name, employee type, OTDL status, report time, route number, assignment type and assigned hours for the current day. This window is accessed from either the Daily Workload Management tab or the Planning and Scheduling tab of the Supervisor Workbench.

Current Day Absence List

This window is used to delete a previously scheduled vacancy for the current day, and to print the PS Form 3971. It is accessed from the Workload Management section on the Daily Workload Management tab of the Supervisor Workbench.

Record Overtime Exception

The Record Overtime Exception window is used to record the occurrence of a carrier's OT exception. The recorded information includes the name of the carrier, the date of the exception, the number of exception hours, whether the opportunity was considered to be an exception, and the reason for the exception.

Note: Hours cannot represent an opportunity of exception if a portion of the opportunity was worked. In this case, the opportunity is considered to be worked, not an exception and the opportunity box should not be checked.

Adjust Leave/Office Time

The Adjust Leave/Office Time window allows you to change the time one or several carriers move to the street by allowing you to account for miscellaneous tasks in the office such as safety talks. The Adjust Leave/Office Time window can be accessed through two places - from Daily Workload Management tab on the Supervisor Workbench or from the right click menu on the Workload Status window.

Adjust Return/Street Time

The Adjust Return/Street Time window allows you to change the time a carrier returns to the office from the street. It allows you to account for miscellaneous tasks on a route such as inclement weather, travel time between pivoted sections or excessive parcels. The Adjust Return/Street Time window can be accessed through two places - from the Daily Workload Management tab on the Supervisor Workbench or from the right click menu on the Workload Status window.

Change Start Time

The Change Start Time window allows you to change a starting time for a previously scheduled employee within the delivery unit on a particular work date. This window can be accessed through a button on the Daily Assignments window and from the Daily Workload Management tab of the Supervisor Workbench.

When selecting the carrier in the Change Start Time Window, you can choose to change the start time for an individual carrier or for all assigned carriers in the unit. Please note that if you choose to change the start time for all assigned carriers, you will only change the start time for those carriers who are scheduled to work a route within that particular unit on the given date.

Performance Reports

Individual Performance Reports

Individual Weekly Performance Report

This report allows users to view the work hour and productivity information for a completed service week for each carrier in the delivery unit. It is a performance report that shows the projected and actual hours for office and street calculates variance. The report also provides analysis (OEI, PPH, MPD, and SEI). This information is displayed for each carrier for each regular route worked. The performance information is displayed by employee type.

From this window a more individual detailed report is available for the following: All carriers, Regular Carriers, T-6 Carriers, other carriers, Service Week Start Date.

Individual Weekly Miscellaneous Routes Performance Report

Individual Weekly Performance Bar Graph

Individual Weekly Performance Trend Graph

Individual Weekly Clockring Discrepancy Report

The Individual Weekly Clockring Discrepancy Report shows clockring discrepancies for a selected service week and carrier. The report displays discrepancies caused by operational clockring error. Operational clockring errors occur when a carrier has clocked time to an unscheduled route in the delivery unit, has clocked time to an unknown route and is assigned to the delivery unit, or has not clocked time to a scheduled assignment.

Performance Forms

1813 - Late Leaving/Returning

The PS Form 1813: Late Leaving/Returning window is used to print the 1813. The purpose of this form is to capture those routes which either leave the delivery unit late or return to the delivery unit late for any given day. This form is used to record leave and return late times for a route. The two types of routes for which this is recorded are a one-trip route or for the first trip of a two-trip route. If the route is delivered by foot, a 10 minute leeway exists for leaving the delivery unit late. If the route is motorized and no relays are required for the delivery, a 20-minute leeway exists for returning to the delivery unit late. Only when the time for the route is in excess of the allotted leeway time, should the data be captured onto this form.

3972 - Absence Analysis

The PS Form 3972 Absence Analysis is used to assist the supervisor in the tracking of the employees absences. The data captured on this form includes Scheduled Days Off and the types and amounts of leave (in hours) taken by the carrier for every day of a given calendar year, with each year broken down into pay periods. This report can be generated by the supervisor for any of the employees within a delivery unit. The supervisor will request this form from a list of forms and then select the employee for which the form will be generated.

Unit Performance Reports

Route/Carrier Daily Performance/Analysis Report

This report assists supervisors to evaluate the performance of all routes within a delivery unit for a single day. The Route/Carrier Daily Performance/Analysis Report allows supervisors to compare projections from DOIS with actuals loaded from ETC/TACS. The report is broken up into six sections. The general information section details information about the route, the carrier's name, assignment type code, and employee type. The Mail Volumes section displays Cased Flats

and Letters; and Delivered DPS, Total, and Parcels/Priority volumes. The AM Office Assignments portion includes projected, actual, and variance for street hours and carriers' Return Times. The PM Office section includes the actual and variance PM Office hours. Unit Totals are shown at the bottom of the report and sum the information associated with the *routes*, not the carriers. The report can be printed the following day after ETC/TACS information has been uploaded into DOIS. Usage is tracked at the Delivery Unit level.

Miscellaneous Route/Carrier Daily Performance/Analysis Report

This report allows users to view the previous day's performance for their delivery unit. It is a daily performance/analysis report that outlines for each miscellaneous route in the delivery unit; Route Number, Route Type, Carrier Name/Type, Base Hours, Assigned Hours, Actual Hours, and calculated variance. The report also outlines for each regular routes with Base Router Hours; Route Number, Carrier Name/Type, Router Volume, Base Router Hours, Actual Router Hours, and calculated variance. The miscellaneous route information is displayed by route number. The report can be printed the following day after ETC/TACS information has been uploaded into DOIS. Usage is tracked at the Delivery Unit level.

Unit Daily Performance Report

This report lists daily performance information over the course of one week for a delivery unit. The report includes:

- 1 A breakdown of mail volumes (letters, flats, DPS, delayed, curtailed, sequenced and parcel and priority pieces);
- 2 An analysis of the unit's work hours. These include projected and actual values for the office, street, and route times; LDC 23, 24, 26, 27, 28, 29, and 92 times; and variances and percent variances for office and street times;
- 3 A comparison of LDCs 21 and 22 projected, actual, and budgeted hours; OT and sick leave hours for the day; and total and budgeted variance hours.
- 4 An analysis of productivity indicators;
- 5 A comparison of actual deliveries to budget, as well as a percent variance for possible deliveries;
- 6 A weekly totals section containing a summary of the figures for the week to date.

(Note: The Productivity Analysis section in the weekly totals is only produced after the weekly batch on Sunday.) Daily totals are kept all through the report with weekly totals reported at the end.

Workhour/Workload Report

The Workhour/Workload Report window is used to print the Workhour/Workload Report. This report shows the entire route times and performance factors such as OEI, SEI, and TEI for a specific carrier, or all routes for a specific day or date range.

Dispatch Feedback Report

This worksheet generates a chronicle of plant dispatches to a delivery unit for a particular AP. Each morning mail arrives at the delivery units in several dispatches, or trips, from the mail processing plants. This worksheet tracks the daily dispatches and provides a comparison between the scheduled and actual volumes and arrival times. Based upon this comparison, supervisors are able to assess the consistency of service from the mail processing plants to the delivery units.

FLASH Statistics Worksheet

The National FLASH system produces a weekly report that captures actual versus planned operational and financial statistics for the current week, AP to date, quarter to date, and year to date. On a weekly basis, delivery unit supervisors provide the National FLASH system with weekly workload information relating to the unit. DOIS assists supervisors in reporting this information by producing a FLASH Statistics Worksheet which captures FLASH data stored in DOIS. Data fields required by National FLASH that are not stored in DOIS appear on the form but are not filled in with data. Supervisors print the worksheet containing DOIS data, gather and document the remaining non-DOIS FLASH data, and then submit this information to their manager for inclusion in National FLASH.

CSDRS Daily Worksheet

The CSDRS Daily Report is a report of mail condition and DPS savings statistics. The CSDRS Report supports data entry activities that need to be input into the CSDRS application. The statistics on this report only refer to information regarding city delivery routes and carriers.

CSDRS Weekly Worksheet

Volume Report

This report allows users to view the previous day's mail volumes for their delivery unit. It is a daily performance/analysis report that outlines for each route in the delivery unit: AM Mail Volumes, AM Curtailed Mail Volumes, Sequence Mail Volumes, and PM Mail Volumes.

Unit Feedback Report

The Unit Feedback Report is available to users with Manager access and Manager with National User access. Users with District Administrator access can reach the Unit Feedback Report by opening the Office side of DOIS.

This report allows users to view the previous day's performance for their delivery unit. It is a daily performance/analysis report that outlines for each delivery unit: Usage, Quality Practices, and Effectiveness data. The Usage section of the Unit Feedback Report allows users to track how their delivery units are using five (5) main functions in DOIS. These functions include Logon, Capture of Mail Volumes – Manual, Capture of Mail Volumes – DCD, EOR Transfer, and Application Version.

The Quality Practices section of the Unit Feedback Report allows users to track how they are managing three (3) quality practices of DOIS. These practices include Timeliness of Reports, Allocation of Miscellaneous Time, and Daily Statistics. The Effectiveness section of the Unit Feedback Report allows DOIS users to see how their delivery units are performing on overtime/undertime management and four (4) metrics. These metrics include OT Percentage, Office Effectiveness, Street Effectiveness, and Workload Effectiveness.

Unit Clockring Discrepancy Report

The Unit Clockring Discrepancy Report shows the number of clockring discrepancies for each day in a selected accounting period. The report displays discrepancies caused by operational clockring errors. Operational clockring errors occur when a carrier has clocked time to an unscheduled route in the delivery unit, has clocked time to an unknown route and is assigned to the delivery unit, or has not clocked time to a scheduled assignment.

Planning and Scheduling

Weekly Scheduling

Weekly Schedule

The Weekly Schedule Report displays the assignment staffing plan for a service week. It displays several lists of information concerning the unit: Regular City Routes, Auxiliary Routes, Miscellaneous Routes, Carrier Technicians, and Unassigned Regular, Reserve, Part Time, Temporary, and Casual Carriers.

For a Regular City Route assignment, the schedule lists the assignment number, the regular carrier's name, and the hours of leave, if any, the regular is scheduled to take for each day of the week. Each assignment's scheduled day off is indicated with an "NS". On Auxiliary Route and Miscellaneous Route assignments, the report displays the assignment number, the carrier assigned to it, and which days the carrier will be covering. For each Carrier Technician, the schedule lists which assignment the carrier is covering for the week, in addition to start times, when different from base, and split route details. For each Unassigned Regular, Reserve, Part Time, Temporary, and Casual Carrier, the schedule lists which assignment the carrier is covering for the week. It also indicates NS's and hours of leave where applicable.

Special Inspection Warnings

This window is used to view and select the routes that fulfill the requirements of a special inspection. This window can only be accessed from the Weekly Schedule window from the Planning and Scheduling tab of the Supervisor Workbench. This window only appears when there are routes that could meet the criteria for a Special Inspection.

Validate Special Inspection

This report allows you to choose a route and displays specific overtime/undertime and a auxiliary assistance information for the route chosen on the parameter window.

Create Vacancy – 3971

The Create Vacancy – 3971 Window is used to record a full or partial vacancy (carrier absence from the unit) on a route or other assignment. Vacancies can be created for the current and next service weeks only. DOIS uses the data recorded to create a vacancy for the indicated route and to update schedule information.

Daily Assignments

The Daily Assignments window is used to view and modify the daily assignments for all carriers within a delivery unit for the current day. The grid lists carrier name, employee type, OTDL status, report time, route number, assignment type and assigned hours for the current day. This window is accessed from either the Daily Workload Management tab or the Planning and Scheduling tab of the Supervisor Workbench.

Assign AM Overtime

The Assign AM Overtime window allows you to assign AM Overtime to carriers. The Assign AM Overtime window can be accessed through the Planning and Scheduling tab on the Supervisor Workbench or from the Daily Assignments window.

Weekly Schedule Report

Regular Work Assignments

The Regular Work Assignment (RWA) window allows the user to create and submit weekly work assignments for the specified service week. In addition, the user can also set up a Regular Work Assignment so that it will be submitted by a weekly batch job every week.

OTDL Management

Overtime Desired List (OTDL)

Overtime Tracking

Overtime Worksheet

This worksheet is designed to track overtime among carriers in the delivery unit. Union contracts require equitable distribution of overtime opportunities and hours to all carriers on the Overtime Desired List (OTDL). This worksheet provides overtime distribution information based on data captured by the Overtime Tracking function.

This worksheet is generated upon request by the supervisor to view the distributions for a given quarter and up to three previous quarters. The current quarter is a view of the running overtime hours and opportunity totals between carriers for a unit. This worksheet totals the number of overtime hours worked and total exceptions for all OTDL carriers.

Work Assignment Overtime

The Work Assignment Overtime window is used to print the Work Assignment Overtime Report. This report allows you to view the overtime performed by carriers with an OTDL status of 10 or 12 hours on their own regular routes for a selected year – quarterly period. The report displays the amount of work assignment overtime for each date in the selected quarter. The totals section displays the total number of days, and the total number of hours, that a carrier with an OTDL status of 10 or 12 hours have worked overtime on their own regular route for a specified quarter.

The Work Assignment Overtime Report is available only for those carriers who are currently on the Overtime Desired List (OTDL). DOIS does not track the overtime work of carriers choosing not to be included on the OTDL. A Work Assignment Overtime Report cannot be generated for these employees.

Note: Dates on which there is no work assignment overtime will not be displayed on the report.

Route and Unit Maintenance

Route Maintenance

Route Base Information Maintenance
Pivot Plan Maintenance
Non-Delivery Point Maintenance
3999 Data Capture/Summary
3999 Data Transfer
DCD Transfer
1838-C Data Capture/Special Office Mail Counts
Special Office Mail Counts Data Transfer

Unit Maintenance

Maintenance Unit Information
Maintain Carrier Route Assignments
Maintain Dispatch Information

Reports and Forms

Route Base Information Report

Route Information Cards

Route Information Cards provide a route summary that can be placed on the regular carrier's case. Information such as carrier clockings, mail volumes, and office and street times for a route are displayed on the cards. These cards are used as a reference for both supervisors and carriers.

Route Review Report/Performance Report

The aim of these two reports is to see how a delivery unit or facility's statistics compare with the statistics generated from the most recent adjustment. These two reports compare a route's base data with its actual data from the recent past, using actual averages. Assuming all of the data is found, each column is calculated by adding the totals for each value and then dividing the sum by the number of days in the date range. In the case that all of the days do not have data, the average is computed by dividing the sum by the number of days in the date range.

When accessed from the Route and Unit Maintenance tab of the Supervisor Workbench, the Route Review Report allows delivery unit supervisors to review the routes in their delivery unit on a regular basis as well as during the route review process. They can view how each route is currently running in comparison to its adjusted values.

When accessed from the Reports and Forms menu on the Route Inspections and Adjustments Workbench, the Route Performance Report is designed to access data for the date range specified by the user unless the user is in the context of a formal or special inspection. The actual data is excluded for the months of June, July, August, and December.

Unit Recap

DPS Analysis Report

The DPS Analysis Report is used to determine what routes, if any, require a minor adjustment because of an increase or decrease in delivery point sequenced mail volumes. In order to determine this, the report displays relevant information for each route in the selected zip code, such as current and base DPS mail volumes and the estimated impact to the office time that has resulted due to a change in DPS volumes. As the percentage of DPS mail increases, the carrier has less mail to strap and case, and consequently will need to spend less time in the office. Conversely, as the percentage of DPS mail decreases, the carrier has more mail to strap and case, and consequently needs to spend more time in the office.

Note: The current DPS percentages will be calculated by taking the current DPS volumes divided by current mail volumes logged for the route.

The user has the ability to print the DPS Analysis Report for either one ZIP Code or “all” ZIP Codes within the delivery unit selected. If the user specifies to print all of the ZIP Codes for a delivery unit, then the report will display the DPS time impact and DPS percentages and totals for each ZIP Code.

Routes Pending Special Inspection Report

Weekly Special Route Count

This report is used by Supervisors to identify routes that are receiving auxiliary assistance and/or accruing overtime/undertime on a recurring basis. Carriers can request a special inspection if they meet the criteria outlined in the M-39 Manual, Section 271g. The report will include only those routes that have over thirty minutes of overtime/undertime or auxiliary assistance on 3 days or more in each week for the previous three consecutive weeks, excluding any weeks from the month of December. If the route qualifies to be displayed, the report will show the total overtime/undertime and auxiliary assistance time worked on the route for those days where this time is equal to or greater than thirty minutes for the previous six weeks. The Routes Pending Special Inspection also indicates which days, if any, auxiliary and/or overtime was given and a carrier technician or replacement carrier delivered the route.

Window

This window is used to print the Routes Pending Special Inspection Report. It gives the user the option of the Weekly Special Route Count or the Validate Special Inspection Report. This window is accessed from the Route and Unit Maintenance tab of the Supervisor Workbench.

3999 - Inspection of Letter Carrier Route

3999 - Manual Entry

A PS Form 3999 – Manual Entry Form will only include the header information and associated sector segments in walk order for a specified route. There is a blank line between segments to provide room for allied times to be entered manually in Form Flow or on the printout.

1838 Carrier’s Count of Mail

Delivery Unit Seniority Report

Reports to ask for

(these are not all inclusive nor are they all required)

Weekly Special Route Count. To help you out this can be found on the Route and Unit Maintenance “workbench” of DOIS under Reports and Forms: **Routes Pending Special Inspection**

Pivot Plan Maintenance: Same workbench but under the Route Maintenance menu. This will be used to show how his route should be split up on the street if he did not carry it, but did case it. The importance of this report is generally, but not always, it shows what management thinks the route is on the street. The PPM can also be updated automatically by using the information from the 3999. The key here is that if the carrier is spending way too much time on the street, and management’s records are up to date, then it should be able to determine where the problem is located by reviewing this report.

DPS Analysis Report: This report comes from the same workbench, Reports and Forms. The essence of the DPSAR will provide you with what letter carriers say every day – that our street times are expanded because of larger amounts of DPS. It takes more time to handle all of those trays of mail out on the street. The DPSAR shows percentage fluctuations and provides for possible DPS impact in minutes. When investigating any route deficiency grievance, look at the current DPS numbers and then compare them to the 1840/Base information placed in the computer.

Overtime Alert Report Weekly: This report comes directly from TACS and will show which days of the week carriers went into OT. If you know that management is trying to setup its week on Saturday by having everyone finish in 8 hours, how did it accomplish that goal? You would couple this report with any delayed mail reports or at the very least any 1571's that are kept.

Workload Status Report: The WSR is generated from the Daily Workload Management workbench menu, and provides the vital information that management already knows. It is generated once all of the information is entered into the computer. For the most part this is the piece management uses daily to assess each carriers' work day. From it management knows your approximate leave time, your volume, and an estimated return time. The WSR is based solely on information provided by management. This is where you will find the percent to standard issue that management claims a carrier is not making standards.

Route Base Information Report: The RBIR is generated from the Route and Unit Maintenance menu, Reports and Forms. It is broken down into three sections: Volume, Base Times, and Scheduled Times. This is critical overall information.

The **Volume** section gives you cased mail volume, which is taken from the information entered over time by management and the EOR (End of Run) reports that are automatically downloaded from the plant. The Volume section includes AM Ltrs and Flats, PM Ltrs and Flats, Base Parcel Post; and DPS percentage

Base Times provide the necessary information to know what a route is running on a day-to-day basis. It includes possible deliveries; base office time; return time; base street time; total time, percent to standard, and fixed office time. The base office time is driven by your total caseable mail volume times your percent to standard.

