INFORMED VISIBILITY®

Delivery Condition Visualization

User Guide

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Overview

The **Delivery Condition Visualization (DCV)** application replaced the legacy system, Customer Services Daily Reporting System (CSDRS) and allows users to manually input delayed and curtailed mail volume in an online, user-friendly repository. The DCV application is required to be used by all post offices.

DCV will be deployed to Postal Service users in a phased approach. A **Manual Line Items (MLI)** entry feature allows for the manual entry of delayed or curtailed mail volume at ZIP code level and carrier route level for the current day and up to two days prior. Additional enhancements will be deployed in future phases. It is essential that all postal facilities with either PO Boxes, city delivery, rural delivery, or Contract Delivery Service (CDS) routes report all curtailed/delayed mail accurately.

DCV is a management tool capable of providing useful "Decision Making" data for management at the local, district, and headquarters (HQ) levels. To maintain data integrity, it is important that only local management personnel with first-hand knowledge of the operational situation input data into the system. DCV is designed as a quick and easy way to provide management with a *SNAPSHOT* of the daily condition of the mail for their office. This snapshot represents the point in time when the carriers have departed for the street.

DCV provides a formal delayed mail reporting tool which supports responsibilities outlined in *US Code Title 18*. Through this manner, delayed mail continues to be the management tool of last resort for workload leveling and in response to local emergency conditions.

The reporting system begins with the supervisor or unit manager entering data in a web-based system **no later than 11:00 AM (local time) daily**.

Important

DCV data is being analyzed at every level of management. Incomplete and/or inaccurate data can lead to the wasted expenditure of time, money, and resources. Every person entering DCV data should treat data entry with the same strict reporting procedures used with Postal Service accounting systems. Delivery Unit Supervisors, Station/Branch Managers and Postmasters are accountable for accurate data entry in to DCV. The Office of Inspector General can and will monitor this compliance.

Additional requirements can be found:

- **Management Instruction (MI) PO-610-2007-1 Piece Count Recording System**

    https://blue.usps.gov/cpim/ftp/manage/p610071

- **National Color Code Policy/Poster 215 Destination Delivery Color Code for Delivery Units**

    458 National Color Code Policy for USPS Marketing Mail

    https://blue.usps.gov/cpim/ftp/posters/pos215

- **DCV Report Tool Icons and Reference material**

Offices having questions regarding the definitions and guidelines should contact their District DCV Point of Contact. Districts should contact Headquarters Delivery Operations Support for assistance and guidance.

Complete Data Reporting

Complete data reporting means reporting all committed mail in the delivery unit after the carriers have left for the street as either curtailed or delayed. All postal facilities are required to report curtailed/delayed volumes for PO Boxes and carrier routes, which includes city delivery, rural delivery, and contract delivery service (CDS). Mail which has been cased and pulled down for delivery but not loaded yet in carrier vehicles, carrier relays still to be delivered, backflow mail still to be dispatched back to the plant, and packages and Priority Mail which will be delivered later that business day will not be reported in DCV. Dated mailings in the unit are to be handled based on date of mail arrival at the unit rather than requested in-home delivery date. Post Office Box (PO Box) mail that has not been finalized and available to customers prior to posted up time is reported as either curtailed or delayed as appropriate.

Delayed Mail Flow is mail that arrives at a post office in a status that has deprived the unit of any portion of their delivery time (For example, mail committed for Wednesday delivery arrives at the delivery unit on Tuesday and/or Wednesday). *Delayed on Arrival* is mail which is received at a delivery unit past the committed delivery time (example: mail committed for delivery on Wednesday arrives at the delivery unit any time after the carriers leave on Wednesday).

Missent mail is NOT reported as delayed mail.

If containers of mail are received on or before the Dispatch of Value (DOV) with mixed classes of mail, the unit supervisor must properly count and report the individual volumes of mail.

Non-Color-Coded Marketing Mail Received from the Plant
Marketing Mail received in the delivery or customer service unit without a color code or other delivery date identifier is considered committed for the current day's delivery. The appropriate delivery color code tag should be applied according to the **National Color Code Policy**. If Marketing Mail is not delivered, it is to be reported as delayed.

Mail received after the last dispatch of value in the morning is committed for the next delivery day. DCV reporting should be complete and provide a snapshot of the daily condition of the mail no later than the last carrier's scheduled leave time.

Mail Reporting Categories

Customer Services:

All mail destined for delivery that has not been made available to the carriers at the carrier's case or mail distribution/staging route separation is to be reported in the customer services data entry fields. Mail that has not been made available to the carrier prior to the carrier departing for the street is included. **PO Box mail** remaining in any office unsorted or not made available to customers before the posted up-time is also reported by 5-digit ZIP code.

Delivery Services:

All mail staged at the carrier's case or mail distribution/staging route separation and available for delivery is to be reported under the delivery services data entry fields by Carrier Route for all routes within the facility.

Delivery Unit Submission Schedule

11:00 AM SUBMIT – All Level Post Offices

All available DCV data must be entered, and the submission must be completed **by no later than 11:00 AM Local Time,** each delivery day to provide district, area, and headquarters management a **COMPLETE and ACCURATE SNAPSHOT** of the daily mail condition. This submission can be performed as early as possible, provided accurate and complete information is entered and submitted by the 11:00 AM deadline. If errors in submission are found or a unit's situation changes prior to the end of the business day, it must be corrected as soon as possible to inform senior management and the Office of Inspector General. Corrected data will overwrite previously submitted information. Some causes for changes are:

- Actual curtailed mail volume differs from the volume reported earlier
- Actual delayed mail volume differs from the volume reported earlier
- Unscheduled absences, not anticipated at transmission time, affecting mail condition
- Vehicle fails to start or breaks down on the street
- Industrial or vehicle accident occurs
- Other impacts preventing mail delivery

Using the Tool

The following sections provide information about the functionality available in this tool.

DCV Tabs

Users can toggle between different parts of the visualization by clicking the **Search, Dashboard,** or **Manual Line Items** tabs located at the top of the visualization. **Note:** HQ and Admin users have access to an additional feature, **Self-Service** tab.

- The **Search tab** allows user to search for an Area, District, MPOO, Office/Facility, or ZIP5.
- The **Dashboard tab** displays an Executive Summary of Delayed and Curtailed volumes and Reporting Compliance. This tab is enabled at the National, Area, District, MPOO, Office/Facility, and ZIP5 levels, not at the Carrier Route level.
- The **Manual Line Items tab** allows users to enter **Delivery** or **Customer Service** piece volume that is categorized as either *delayed* or *curtailed* and provides visibility of previous data entered in DCV.
- *HQ and Admin Users* *ONLY:* The **Self-Service tab** feature allows authorized users to query delayed and/or curtailed data from across numerous Delivery Days up to one month rather than one day at a time.

Tabs Visible to Area, District, and Delivery Unit Users

Tabs Visible to HQ, Area Admin, and District Admin Users

Search Tab: Selecting a Desired Location

Upon initial access to DCV, users will see the **National View** displayed. Select the **Dashboard** or **Manual Line Items** tabs to view the national data. This system displays the current Delivery Date (from 12:00 AM to 11:59 PM local time).

Users can drill down to see data for a specific **Area**, **District**, **MPOO**, **Office/Facility, ZIP5** and Carrier Route Level one of two ways:

1. Enter the name of the location or ZIP5 in the *Search* field.
2. Select a location by using the geographic pulldown menus provided above the navigation tabs.

From the Search tab, users can enter the name of the location in the provided *Search* field.

Note: After a user views DCV for the first time, the last viewed location from the user's most recent session will be saved as the default. For example, if a user viewed data for a Delivery Unit or ZIP5, then closed the application, the next session would default to the last viewed Delivery Unit or ZIP5 view.

Selecting Location

Dashboard Tab

Once a location is selected, the visualization displays volumes for *DPS2 Letters*, *Bundles Not Distributed*, *Delayed*, *Curtailed*, and *Curtailed Bundles* in near real-time and *Reporting Compliance* table. Note, *Delayed and Curtailed Conditions* and *Reporting Compliance* volumes are derived from the manual entries entered by users. Note, volumes for *Bundles Not Distributed* and *Curtailed Bundles* are not available at the ZIP5 level.
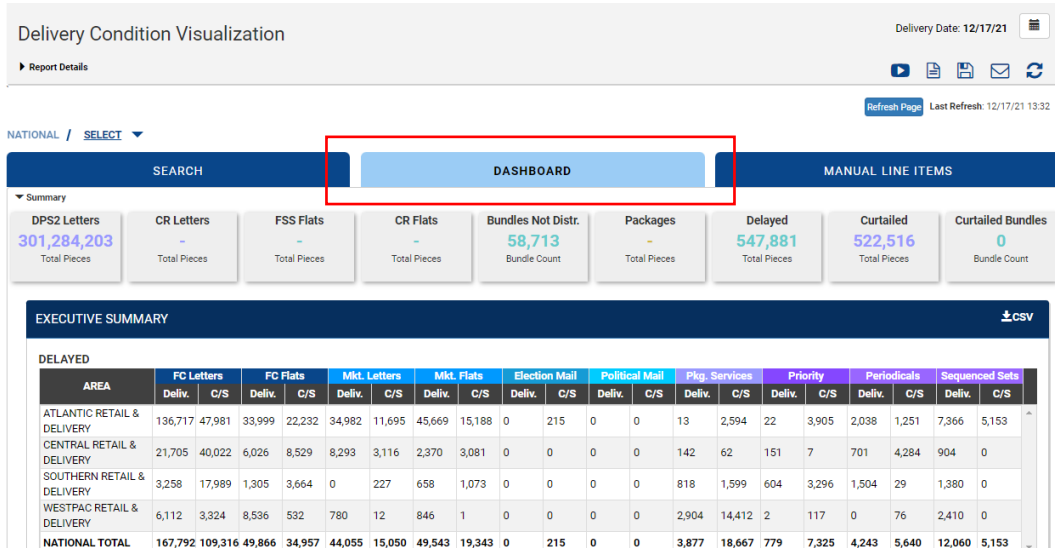
DCV volume information is updated in near real-time. Select the **Reset Selections** option located in the upper right-hand corner to reset the geographic filter (changing it back to the National level) and reset the *Delivery Date* back to the current Delivery Date.
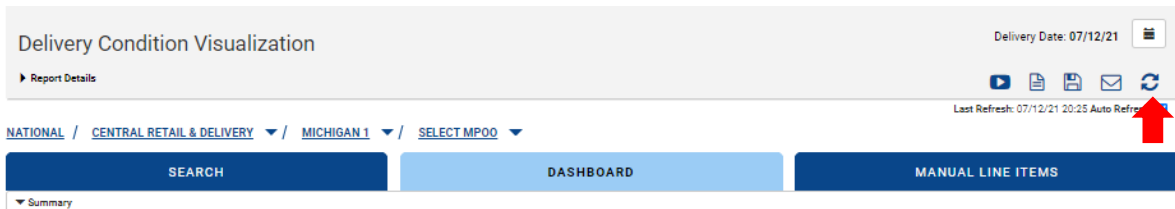
Summary Section

The **Summary** displays volumes for DPS2 Letters, Bundles Not Distributed, Delayed, Curtailed, and Curtailed Bundles in near real-time. As mentioned above, the automated piece volumes for CR Letters, FSS Flats, CR Flats, and Packages are temporarily disabled.

Volumes are aggregated (rolled-up) at all geographical levels. Volumes for Bundles Not Distributed and Curtailed Bundles are not available at the ZIP5 level.

Users can expand and collapse the view of the Header Stats by clicking the *Summary Arrow*.

Expanded View *(default)*

Collapsed View

Executive Summary Section

The Executive Summary section provides a roll-up of the manual line item counts for Delayed and Curtailed volume by geography for the National, Area, District, MPOO, Office/Facility, and ZIP5 levels.

Data is viewable across three tables to include the *Volume By*, *Delayed*, and *Curtailed* summary tables.

Volume entered under the Manual Line Items (MLI) section are reflected in the summary. If no volume is entered under the MLI section, then the value field will display a dash (-) instead of a zero (0).

DELAYED

AREA	FC Letters		FC Flats		Mkt. Letters		Mkt. Flats		Election Mail		Political Mail		Pkg. Services		Priority		Periodicals		Sequence Pcs	
	Deliv.	C/S	Deliv.	C/S	Deliv.	C/S	Deliv.	C/S	Deliv.	C/S	Deliv.	C/S	Deliv.	C/S	Deliv.	C/S	Deliv.	C/S	Deliv.	C/S
ATLANTIC RETAIL & DELIVERY	36,751	3,566	9,236	246	23,167	5,143	5,879	988	0	0	50	0	1,595	0	397	0	365	0	7	0
CENTRAL RETAIL & DELIVERY	53,745	6,140	7,540	1,740	8,905	0	4,358	24	0	0	287	0	148	17	0	0	592	0	1,855	0
SOUTHERN RETAIL & DELIVERY	3,068	0	47	0	12	1,200	19	500	0	0	0	0	140	0	0	1	690	200	0	0
WESTPAC RETAIL & DELIVERY	3,427	0	334	0	1,299	0	133	0	0	0	0	0	340	0	0	0	35	0	0	0
NATIONAL TOTAL	96,991	9,706	17,157	1,986	33,383	6,343	10,389	1,512	0	0	337	0	2,223	17	397	1	1,682	200	1,862	0

CURTAILED

AREA	Mkt. Letters		Mkt. Flats		Sequence Pcs		Election Mail	Political Mail
	Deliv.	C/S	Deliv.	C/S	Deliv.	C/S	C/S	C/S
ATLANTIC RETAIL & DELIVERY	173	924	5,681	1,730	13,169	0	0	0
CENTRAL RETAIL & DELIVERY	386	2,922	2,766	1,745	401	14,353	0	0
SOUTHERN RETAIL & DELIVERY	0	520	230	0	1	0	0	0
WESTPAC RETAIL & DELIVERY	0	0	0	0	0	0	0	0
NATIONAL TOTAL	559	4,366	8,677	3,475	13,571	14,353	0	0

Summary data is available to export via a CSV file. Simply click the *CSV* icon located in the Executive Summary banner to export the data provided in the summary tables.

EXECUTIVE SUMMARY			±CSV
VOLUME BY ZIP-5			
ZIP-5	DPS2 LETTERS	DELAYED	CURTAILED

Volume By Summary

The **Volume By** summary features near real-time data displayed for DPS2 Letters, Delayed, and Curtailed volumes viewable by geography at the National, Area, District, MPOO, or Office/Facility level. Data is displayed one geography level below the current view.

For example:

If user is at the National level, then the data reflects Volume by Area.

VOLUME BY AREA

AREA	DPS2 LETTERS	DELAYED	CURTAILED
ATLANTIC RETAIL & DELIVERY	53,439,036	155,923	127,694
CENTRAL RETAIL & DELIVERY	43,990,400	189,870	38,690
SOUTHERN RETAIL & DELIVERY	57,844,759	63,200	51,501
WESTPAC RETAIL & DELIVERY	42,545,973	29,699	20,209
NATIONAL TOTAL	**197,820,168**	**438,692**	**238,094**

If user is at the Area level, then the data reflects Volume by District.

VOLUME BY DISTRICT

DISTRICT	DPS2 LETTERS	DELAYED	CURTAILED
CONNECTICUT	2,484,742	3,957	2,022
DE-PA 2	5,773,907	45,614	11,095
MA-RI	5,561,808	0	8,978
MARYLAND	3,516,432	429	21,837
ME-NH-VT	2,029,786	22,776	4,467
NEW JERSEY	6,979,844	17	22
NEW YORK 1	2,585,468	0	17,170
NEW YORK 2	2,908,315	862	2,817
NEW YORK 3	5,316,550	2,233	8,510
NORTH CAROLINA	5,841,604	723	0
PENNSYLVANIA 1	4,736,971	38,537	10,762
VIRGINIA	5,703,609	53,230	46,169
AREA TOTAL	**53,439,036**	**168,378**	**133,849**

If user is at the District level, then the data reflects Volume by MPOO.

VOLUME BY MPOO

MPOO	DPS2 LETTERS	DELAYED	CURTAILED
A	1,195,679	19,787	0
B	975,402	0	4,334
C	796,723	0	2,477
D	735,346	10,282	3,534
E	723,227	10,911	150
F	347,473	200	0
G	289,379	0	0
H	710,678	4,434	600
DISTRICT TOTAL	**5,773,907**	**45,614**	**11,095**

If user is at the MPOO level, then the data reflects Volume by Facility.

VOLUME BY OFFICE

OFFICE	DPS2 LETTERS	DELAYED	CURTAILED
PHI-BOULEVARD STA	43,910	0	0
PHI-BUSTLETON STA	91,988	0	0
PHI-EAST FALLS STA	12,083	0	0
PHI-EAST GERMANTOWN STA	30,368	0	0
PHI-FAIRMOUNT STA	35,454	0	0
PHI-FOX CHASE STA	36,323	0	0
PHI-FRANKFORD STA	30,985	0	0
PHI-GERMANTOWN STA	45,751	687	0
PHI-HUNTING PARK STA	75,002	0	0
PHI-KENSINGTON STA	19,859	0	0
PHI-KINGSESSING STA	38,756	0	0
PHI-LOGAN STA	45,022	1,726	0
PHI-MAIN OFFICE STA	112,758	2,326	0

If user is at the Office/Facility level, then the data reflects Volume by ZIP5.

VOLUME BY ZIP-5

ZIP-5	DPS2 LETTERS	DELAYED	CURTAILED
19119	24,047	687	0
19144	21,704	0	0
OFFICE TOTAL	**45,751**	**687**	**0**

Delayed Summary

The *Delayed* summary includes Delivery and Customer Service counts by location for First-Class Letters, First-Class Flats, Marketing Letters, Marketing Flats, Election Mail, Political Mail, Package Services, Priority, Periodicals, and Sequenced Pieces.

Like the *Volume By* summary, data is displayed one geography level below the current view.

DELAYED

AREA	FC Letters		FC Flats		Mkt. Letters		Mkt. Flats		Election Mail		Political Mail		Pkg. Services		Priority		Periodicals		Sequence Pcs	
	Deliv.	C/S	Deliv.	C/S	Deliv.	C/S	Deliv.	C/S	Deliv.	C/S	Deliv.	C/S	Deliv.	C/S	Deliv.	C/S	Deliv.	C/S	Deliv.	C/S
ATLANTIC RETAIL & DELIVERY	36,751	3,566	9,236	246	23,167	5,143	5,879	988	0	0	50	0	1,595	0	397	0	365	0	7	0
CENTRAL RETAIL & DELIVERY	53,745	6,140	7,540	1,740	8,905	0	4,358	24	0	0	287	0	148	17	0	0	592	0	1,855	0
SOUTHERN RETAIL & DELIVERY	3,068	0	47	0	12	1,200	19	500	0	0	0	0	140	0	0	1	690	200	0	0
WESTPAC RETAIL & DELIVERY	3,427	0	334	0	1,299	0	133	0	0	0	0	0	340	0	0	0	35	0	0	0
NATIONAL TOTAL	96,991	9,706	17,157	1,986	33,383	6,343	10,389	1,512	0	0	337	0	2,223	17	397	1	1,682	200	1,862	0

Curtailed Summary

The *Curtailed* summary includes Delivery and Customer Service counts by location for Marketing Letters, Marketing Flats, Sequenced Flats, Election Mail, and Political Mail.

Like the *Volume By* and *Detailed* summaries, data is displayed one geography level below the current view.

CURTAILED

AREA	Mkt. Letters		Mkt. Flats		Sequence Pcs		Election Mail	Political Mail
	Deliv.	C/S	Deliv.	C/S	Deliv.	C/S	C/S	C/S
ATLANTIC RETAIL & DELIVERY	173	924	5,681	1,730	13,169	0	0	0
CENTRAL RETAIL & DELIVERY	386	2,922	2,766	1,745	401	14,353	0	0
SOUTHERN RETAIL & DELIVERY	0	520	230	0	1	0	0	0
WESTPAC RETAIL & DELIVERY	0	0	0	0	0	0	0	0
NATIONAL TOTAL	559	4,366	8,677	3,475	13,571	14,353	0	0

Reporting Compliance Section

The **Reporting Compliance** section provides compliance information for Sites (Offices) by Area. The compliance table shows how many sites are not in compliance with reporting standards.

For the office to be considered compliant, users must edit and save the value for at least one manual line item under both the Delivery and Customer Service Manual Line Items tabs for at least one of the ZIP codes for their office/facility.

The table displays data for the Number of Sites, Number and Percentage of Sites Not Reporting, and Number and Percentage of Sites Not Reporting by 11 AM.

REPORTING COMPLIANCE

AREA	Sites				
	# Sites	# Sites not reporting	% Sites not reporting	# Sites not reporting by 11am	% Sites not reporting by 11am
ATLANTIC RETAIL & DELIVERY	3,836	953	24.84%	1,192	31.07%
CENTRAL RETAIL & DELIVERY	3,893	605	15.54%	771	19.80%
SOUTHERN RETAIL & DELIVERY	3,504	1,004	28.65%	1,271	36.27%
WESTPAC RETAIL & DELIVERY	1,891	900	47.59%	926	48.97%
NATIONAL TOTAL	13,124	3,462	26.38%	4,160	31.70%

Clicking on the geographic hyperlink within the table updates the *Dashboard* to reflect data for that location.

Data at the District, MPOO, Office/Facility, or ZIP5 level can be exported in a CSV file.

Manual Line Items Tab

Users will see that the rolled-up counts match whatever geography level they selected on previous tabs. Note, comments are only visible at the ZIP5 and Carrier Route levels. Comments entered at the ZIP5 Level will not be visible at the Carrier Route level and vice versa.

Manual Line Items are viewable for **Delivery** and **Customer Service** volumes. Select the appropriate tab for the desired view.

MLI Delivery Tab

Click on the **Delivery Tab** to view volumes. Users must edit values and enter comments for all Carrier Routes, which includes city delivery, rural delivery, and contract delivery service routes. Although comments can be entered at the ZIP5 and Carrier Route levels, these comments will only be visible on the geography level at which they've been entered.

| SEARCH | MANUAL LINE ITEMS | SELF-SERVICE |

Cancel Save

| DELIVERY | CUSTOMER SERVICE |

Entries must be made at Carrier Route level

NATIONAL

DELAYED				
	TOTAL	OLDEST DATE	ESTIMATED CLEARANCE DATE	COMMENTS
First Class Letters	1			
First Class Flats	0			
Election Mail	0			
Political Mail	0			
Periodicals	0			
Priority	0			
Package Services	0			
Marketing Letters	0			
Marketing Flats	0			
Sequence Pcs	0			

CURTAILED				
	TOTAL	OLDEST DATE	ESTIMATED CLEARANCE DATE	COMMENTS
Marketing Letters	1			
Marketing Flats	0			
Sequence Pcs	0			

Refresh Page   Last Refresh: 03/09/23 06:57

NATIONAL / ATLANTIC RETAIL & DELIVERY ▼ / VIRGINIA ▼ / J ▼ / RIC-AMPTHILL BR ▼ / 23234 ▼ / C033 ▼

| SEARCH | MANUAL LINE ITEMS | SELF-SERVICE |

Edit Values   Manage MLI

| DELIVERY | CUSTOMER SERVICE |

Entries must be made at Carrier Route level

NATIONAL

DELAYED				
	TOTAL	OLDEST DATE	ESTIMATED CLEARANCE DATE	COMMENTS
First Class Letters	-	-	-	-
First Class Flats	-	-	-	-
Election Mail	-	-	-	-
Political Mail	-	-	-	-
Periodicals	-	-	-	-
Priority	-	-	-	-
Package Services	-	-	-	-
Marketing Letters	-	-	-	-
Marketing Flats	-	-	-	-
Sequence Pcs	-	-	-	-

CURTAILED				
	TOTAL	OLDEST DATE	ESTIMATED CLEARANCE DATE	COMMENTS
Marketing Letters	-	-	-	-
Marketing Flats	-	-	-	-
Sequence Pcs	-	-	-	-

MLI Customer Service Tab

Click on the **Customer Service Tab** to view volumes. Users can edit values and enter comments at the ZIP5 level only.

Edit Values

With authorized permission, users can click the **Edit Values** button found under the Delivery and Customer Service tabs to edit counts and enter comments. As mentioned earlier, users can edit values and enter comments under the MLI Delivery tab at the Carrier Route level, whereas users can edit values and enter comments under the MLI Customer Service tab at the ZIP5 level.

Under the Delivery or Customer Service tabs, the following values become editable:

- Under the *Delivery* tab, users can edit counts at the Carrier Route level, select the Oldest Date, select the Estimated Clearance Date, and enter comments for the National Delivery and Curtailed tables, National Options Entry, Area, and District tables.
- Under the *Customer Service* tab, users can edit counts at the ZIP5 level, select the Oldest Date, select the Estimated Clearance Date, and enter comments for Distribution Operations Delayed, Distribution Operations Curtailed, Post Office Box Operations Delayed, and National Options Entry at the National level, Area Options Entry, and District Options Entry.

| Delivery Tab Editable Values | Customer Service Tab Editable Values |

If the volume is zero, then the Oldest Date and Estimated Clearance Date fields remain inactive.

If a user enters a volume greater than zero "0", then the Oldest Date and Estimated Clearance Date options are enabled. Entries must be made for both the Oldest Date and Estimated Clearance Date fields prior to saving the entry or entries. Note, when selecting the Oldest Date, users can select up to two days prior to the current day.

Once edits are *saved*, the updates are confirmed, and the application identifies the person who last edited values and entered comments by including the person's *first and last name, month/date/year,* and *timestamp* of entry.
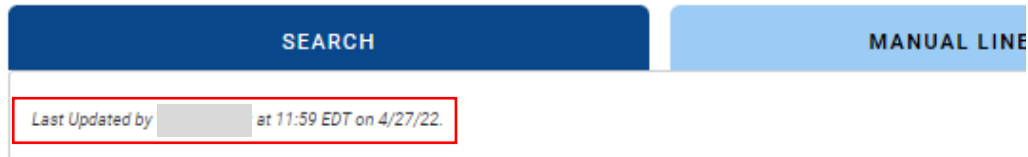
No Delayed/Curtailed Mail Volume

At the Office/Facility level, the **No Delayed/Curtailed Mail** button appears on both the Delivery and Customer Service MLI tabs.

To report **No Delayed/Curtailed Mail for Delivery**, users can select this button to record "0" for all Delayed and Curtailed mail volumes for all ZIPs under the selected office. This feature does not populate for the National, Area, and District Manual Entry tables.
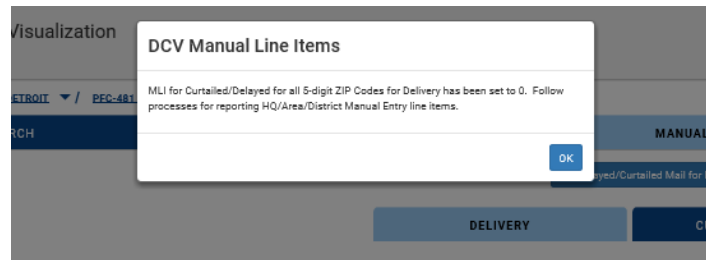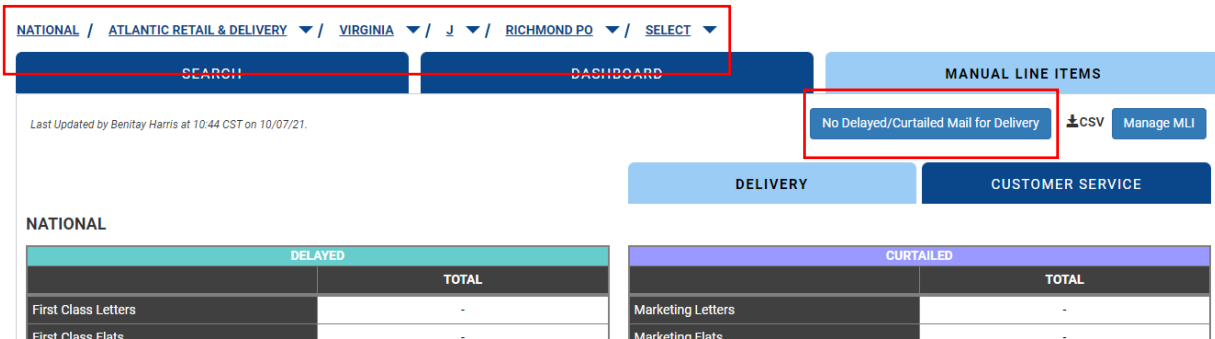
To report **No Delayed/Curtailed Mail for Customer Service**, users can select this button to record "0" for all Distribution Operations Delayed, Distribution Operations Curtailed, and Post Office Box Operations Delayed mail volumes for all ZIPs under the selected office. This feature does not populate for the National, Area, and District Manual Entry tables.

SEARCH	DASHBOARD	MANUAL LINE ITEMS

Last Updated by Benitay Harris at 10:44 CST on 10/07/21.

No Delayed/Curtailed Mail for Customer Service ⬇CSV Manage MLI

DELIVERY	CUSTOMER SERVICE

NATIONAL

DISTRIBUTION OPERATIONS DELAYED		DISTRIBUTION OPERATIONS CURTAILED	
	TOTAL		TOTAL
Delayed Mail Flow	0	Marketing Letters	0

Delivery Condition Visualization

▶ Report Details

NATIONAL / CENTRAL ▼ / DETROIT ▼ / PFC-481 ...

SEARCH

DCV Manual Line Items

MLI for Curtailed/Delayed for all 5-digit ZIP Codes for Customer Service has been set to 0. Follow processes for reporting HQ/Area/District Manual Entry line items.

OK

DELIVERY

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Entering Comments

In addition to editing values, users can enter comments to accompany edits made. For every edited row with volume greater than zero "0", the user is required to enter a comment communicating why volume is marked as Delayed or Curtailed and input anything of note pertaining to edits and entries.

Comments can be entered at the ZIP5 or Carrier Route levels depending on what MLI tab is selected; however, these comments will only be visible on the geography level at which they've been entered.

There is a 265-character limit for the comments field. Keep comments to 265 characters or less to be able to successfully save entries.

Additionally, there are security limitations that prevent users from saving comments that include certain special characters, such as the < or > symbols. If a prohibited special character is entered in the comments field and the user attempts to save the comment, an automated error message will appear.

Saving Edits

When entries are complete, select **Save** to capture the changes. A pop-up window appears asking to confirm changes. Select, **OK** to confirm changes.
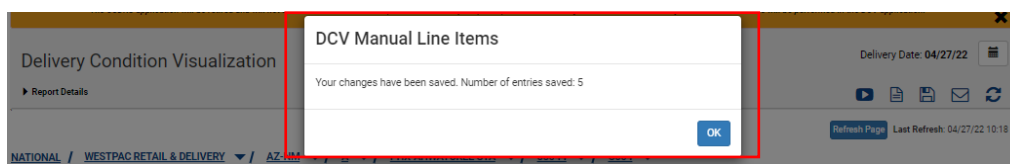
After edits are saved, the *Edit Values* button is enabled should further edits be required.
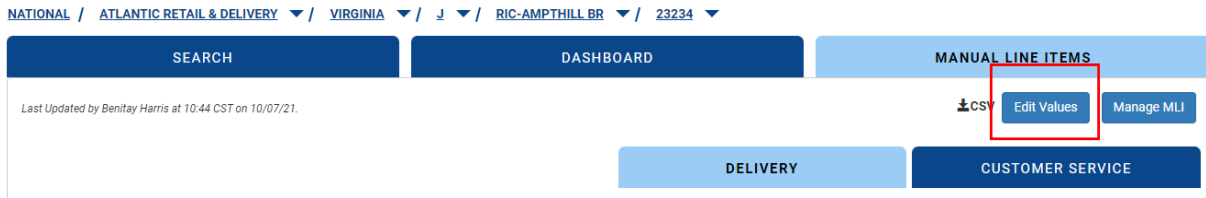
Manage Manual Line Items (MLI)

Headquarters Admin, Area Admin, and District Admin users have permission to manage manual line items under the Delivery and Customer Service tabs. Select the **Manage MLI** button to begin making edits.

Users can manage MLI for the following tables:

- Under the *Delivery* tab, users can add new and edit line items in the National Manual Entry, Area Manual Entry, and District Manual Entry tables.
- Under the *Customer Service* tab, users can add new and edit line items in the National Manual Entry, Area Manual Entry, and District Manual Entry tables.

Note, the **Add New Line Item** process is the same for both Delivery and Customer Service entry.
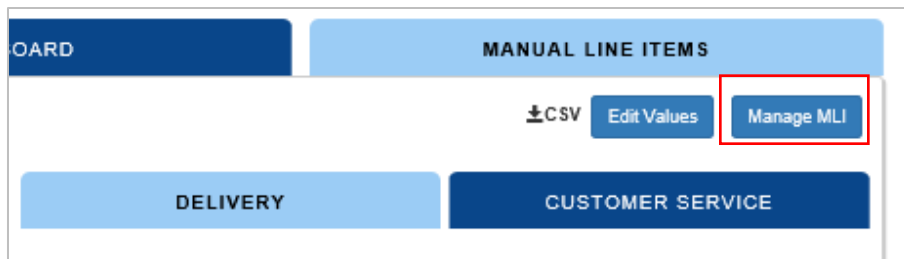
Delivery Tab Manage MLI   **Customer Service Tab Manage MLI**

Add New Line Items

Click the **Add New Line Items** button to activate following window:
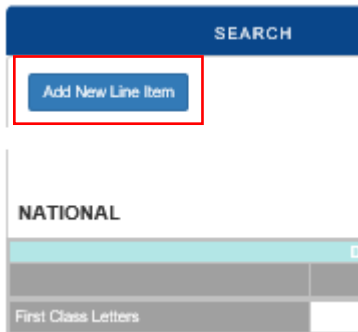
Select the desired information by clicking on the menu arrow on each field as shown below.

Under **Type**, select *Delivery, Customer Service* or *Both.*

Under **Geography Level**, select *National, Area*, or *District*.

If *Area* or *District* are selected, an additional drop down appears allowing for the selection of a specific Area or District.

Under **Input Type**, select *Number* or *Yes/No* format.

Select the **Effective Date Range**. This is the date range in which the MLI entry will be visible.

Enter the description in the **Description** field and hover-over text in the **Hover-Over Description** field.

Edit Line Items

To edit an existing MLI, click the **Edit Line Items** button found within the active tables to activate the *Edit Line Item* window. From the pop-up window, users can edit the information as needed. Note, the Type, Geography Level, and Input Type fields cannot be modified after the MLI is created.

Edit Line Items Icon

Delete Line Items

To delete an entry, select the **Trash** icon. If the entry is deleted prior to the effective start date, then the MLI will be deleted. If the entry is deleted after the effective start date, then the end date is set for the current date. The MLI will no longer be visible on the MLI tab after the effective end date.

An **Information** icon will appear when a line item is marked for deletion after the effective start date. Click the "i" icon to see the deletion details.

DISTRICT MANUAL ENTRY
DETROIT

DISTRICT MANUAL ENTRY		
	TOTAL	**COMMENTS**
District Test 🖊 🗑		

MLI Deleted After Effective Start Date Message

> **DCV Manual Line Items**
>
> Line item will be removed effective tomorrow.
>
> **OK**
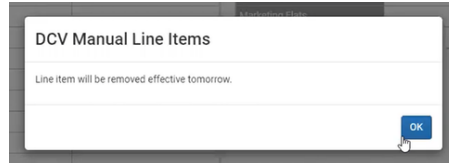
"i" Information Icon

AREA MANUAL ENTRY
ATLANTIC

AREA MANUAL ENTRY		
	TOTAL	**COMMENTS**
Both - AT - Data - yes 🖊 🗑 ⓘ	10	test
Both - Atlantic - No Data		

Saving Manual Entries

When edits are complete, select **Save** to save changes.

SEARCH	DASHBOARD	MANUAL LINE ITEMS
		Cancel Save
	DELIVERY	CUSTOMER SERVICE
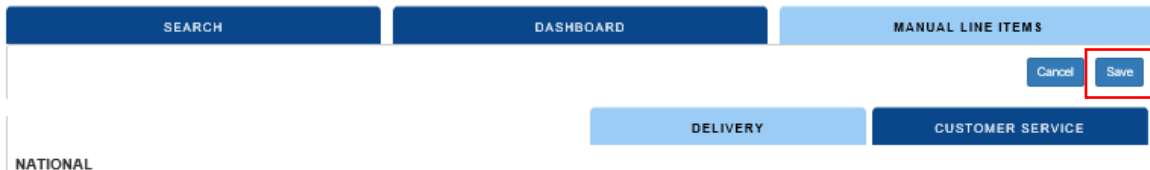
NATIONAL

Expiring Manual Entries

When entries are set to expire within a week's time, the line item will display in yellow font.

NATIONAL MANUAL ENTRY
NATION

NATIONAL MANUAL ENTRY	
	TOTAL
Alpha	-
nat test	-
National Test Yes/No	-
Test	-

AREA MANUAL ENTRY
WESTPAC RETAIL & DELIVERY

AREA MANUAL ENTRY	
	TOTAL
Area West pac Vol Test	-
Area Westpac Yes/No	-

Self-Service Tab *(HQ, Area Admin, and District Admin Users Only)*

This tab is only available for HQ, Area Admin, and District Admin users. The feature allows authorized users to query delayed and/or curtailed data from across numerous Delivery Days up to one month rather than one day at a time.

Request Information Section

Under this section, users are required to select a *Start* and *End Date* and specific *Area* for their data query.

Date Range

Using the calendar pop-ups, select a *Start Date* and an *End Date* not to exceed a range of 31 consecutive days. If a selected date range exceeds 31 days, a popup alert will appear prompting the user to adjust their date range to comply with the rule.

Geography Level

Using the dropdown menu, select either the *National* or *Area* level. The Area options include Atlantic Retail & Delivery, Central Retail & Delivery, Southern Retail & Delivery, and WestPac Retail & Delivery.

When the *Nation* level is selected, users are given the option to export information at either a summary-level or detailed-level for the national level. Future enhancements will allow for District-level and MPOO-level exports.

Summary Level Export

Detailed Level Export

Area Selection

Using the dropdown menu, select an *Area*. The Area options include Atlantic Retail & Delivery, Central Retail & Delivery, Southern Retail & Delivery, and WestPac Retail & Delivery.

Once the *Request Information* is selected, press the **Submit Request** button to process the query and pull data.

Request History Section

Upon selecting the *Submit Request* button*,* the **Request History** section displays information regarding the user's latest data query requests. The table provides information regarding the *Submission Date*, *Status*, *View Details* link, and an option to *Download* the file (the download icon will appear once the data is available to view/export). The *Results* are sorted by the submission date and time (reported in Central Time).

Status

For each data query, one of three status-types is displayed. The three possible statuses include:

- **Submitted:** Request submitted. Data is pending processing.

- **Success:** Data is available.

- **Failed:** Data processing failed/unavailable. If a *Failed* status is indicated, the user should report the issue to DCVFeedback@usps.gov. (See the Additional Information section for contact details).

Note: *Request statuses are automatically refreshed every minute.*

View Details

Click the *View Details* link to review the details for the specific query. A popup window appears displaying the Request Information to include the submission date, query date range, area, and status of the query.

Download

Once the query information is available, a *Download* icon will display. Click the *Download* icon to download and view the data via an Excel file.

View Details   **File Download**

Additional Features

Save or Cancel Changes

When a user selects the *Edit MLI* option or when an admin user selects the *Manage MLI* option, the **Cancel** and **Save** options become available.

Note, edits must be saved on the selected view (either Delivery or Customer Service views) prior to navigating from tab-to-tab. For example, should the user make edits to the Customer Service line items, then attempt to navigate to the Delivery view, the user will be notified to confirm or discard changes before navigating from the current view. Once changes are confirmed, the user will be notified that their entries (includes number of entries made) are saved.

CSV Export

Users can export Manual Line Item values to a CSV download file by clicking the **CSV** hyperlinks located under the Manual Line Items tab and Dashboard tab. The CSV option is not available at the Carrier Route level.

When viewing the Manual Line Items tab, users can select the *CSV* link to export the data to an Excel file. Once the CSV link is selected, the user may *Open* the file for viewing. The CSV Download includes MLI for both Delivery and Customer Service tabs.

Under the Dashboard tab, users can select the CSV link to open the data in an Excel file. The file includes all the information provided in the Executive Summary section.

Interactive Tools

Use the Calendar

The calendar feature allows users to view the current or a previous **Delivery Date.**

Geographical Selection

Aside from setting the geographical/location filters from the Search Tab, users can update the geographical filters by selecting from the dropdown menus located on the upper part of the visualization.

When a user drills down to the Carrier Route level from the Dashboard view, the tool will automatically default to the Manual Line Items tab. Moreover, when the user is at the Carrier Route level under the Manual Line Items tab, the Dashboard tab is no longer visible.

ZIP5 Level:

Carrier Route Level:

Report Details

Click the **Report Details** menu located at the top left corner of the header to see a summary active filter.

Refresh Page

Click the **Refresh Page** button to manually refresh all data. This section will also display when the data was last refreshed.

Report Tools

There are **Report Tool** icons located at the top right-hand corner of the visualization. These icons allow users to perform specific functions such as review job aids and other documentation, view video tutorials, email viewed-data, save filters/views, and refresh or reset filters and data.

Document:		
		Opens the **Help Section**, giving users access to helpful information related to DCV. Information is divided under two sub sections for *DCV Help* and *Support References*.
Save:		
		Allows users to save a default view which will load each time the tool opens.
Email:		

	Allows users to share reports with the selected filters in place.
Reset Selections: 	Allows users to reset the geographic filter (changing it back to the National level) and reset the *Delivery Date* back to the current Delivery Date.
Video: 	Brings users to the tutorial series showcasing videos that explain how to navigate through DCV and perform specific functions.
Points of Contact: 	Provides a list of Delivery Operations points of contact who can assist with Delivery Condition Visualization questions. Information includes contact information for area-level contacts.

Additional Information

For questions regarding training and general use, please send an email to the area point of contact listed below:

Atlantic Area		
Primary	**Tina Gong**	Tina.Gong@usps.gov
Backup	**John Zucchi**	John.M.Zucchi@usps.gov
Central Area		
Primary	**Lee Sierecki**	Lee.A.Sierecki@usps.gov
Backup	**Melissa Pfluke**	melissa.l.pfluke@usps.gov
Southern Area		
Primary	**Chip Thiele**	Dean.C.Thiele@usps.gov
Backup	**Taylor Stocking**	Taylor.Stocking@usps.gov
WestPac Area		
Primary	**Lisa McCravey**	Elizabeth.N.Mccravey@usps.gov
Backup	**Brandon Brown**	Brandon.K.Brown@usps.gov

Send technical questions and feedback to DCVFeedback@usps.gov.