

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

Delivery Condition Visualization

Delivery Date: 12/17/21

Report Details

Refresh Page Last Refresh: 12/17/21 13:32

NATIONAL / SELECT

SEARCH DASHBOARD MANUAL LINE ITEMS

Summary

Metric	Value	Unit
DPS2 Letters	301,284,203	Total Pieces
CR Letters	-	Total Pieces
FSS Flats	-	Total Pieces
CR Flats	-	Total Pieces
Bundles Not Distr.	58,713	Bundle Count
Packages	-	Total Pieces
Delayed	547,881	Total Pieces
Curtailed	522,516	Total Pieces
Curtailed Bundles	0	Bundle Count

EXECUTIVE SUMMARY

Download CSV

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

Delivery Condition Visualization Delivery Date: 03/23/22

Report Details Refresh Page Last Refresh: 03/23/22 12:14

NATIONAL / SELECT

SEARCH DASHBOARD MANUAL LINE ITEMS SELF-SERVICE

Summary

DPS2 Letters 197,820,167 Total Pieces	CR Letters - Total Pieces	FSS Flats - Total Pieces	CR Flats - Total Pieces	Bundles Not Distr. 21,767 Bundle Count	Packages - Total Pieces	Delayed 489,222 Total Pieces	Curtailed 301,291 Total Pieces	Curtailed Bundles 24 Bundle Count
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EXECUTIVE SUMMARY CSV

AREA	DPS2 LETTERS	DELAYED	CURTAILED
ATLANTIC RETAIL & DELIVERY	53,439,036	172,767	145,080
CENTRAL RETAIL & DELIVERY	43,990,400	210,105	43,305
SOUTHERN RETAIL & DELIVERY	57,844,759	72,673	54,985
WESTPAC RETAIL & DELIVERY	42,545,972	33,677	57,921
NATIONAL TOTAL	197,820,167	489,222	301,291

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

Delivery Condition Visualization Delivery Date: 07/12/21

Report Details Last Refresh: 07/12/21 20:00 Auto Refresh

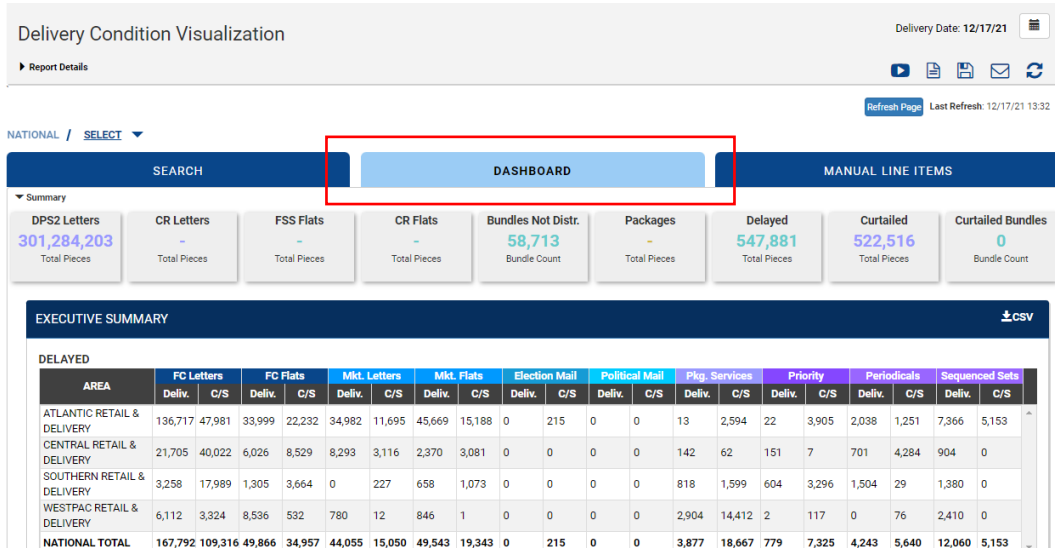
NATIONAL / CENTRAL RETAIL & DELIVERY / MICHIGAN 1 / PFC-481 - 0 MPOO (482) / DET-BRIGHTMOOR STA / 48219

SEARCH DASHBOARD MANUAL LINE ITEMS

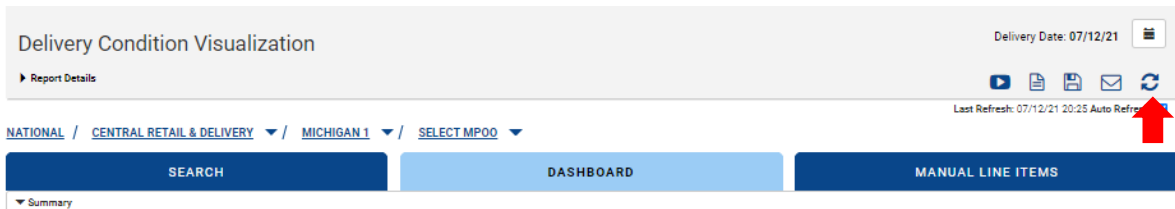
Search for Area, District, MPOO, Facility, or ZIP5

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.

Refresh Page Last Refresh: 12/17/21 13:32

NATIONAL / SELECT ▾

SEARCH

DASHBOARD

MANUAL LINE ITEMS

▼ Summary

DPS2 Letters 301,284,203 <small>Total Pieces</small>	CR Letters - <small>Total Pieces</small>	FSS Flats - <small>Total Pieces</small>	CR Flats - <small>Total Pieces</small>	Bundles Not Distr. 58,713 <small>Bundle Count</small>	Packages - <small>Total Pieces</small>	Delayed 547,881 <small>Total Pieces</small>	Curtailed 522,516 <small>Total Pieces</small>	Curtailed Bundles 0 <small>Bundle Count</small>
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EXECUTIVE SUMMARY ↓ CSV

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

Expanded View
(default)

Refresh Page Last Refresh: 12/17/21 13:32

NATIONAL / SELECT ▾

SEARCH

DASHBOARD

MANUAL LINE ITEMS

▼ Summary

DPS2 Letters 301,284,203 <small>Total Pieces</small>	CR Letters - <small>Total Pieces</small>	FSS Flats - <small>Total Pieces</small>	CR Flats - <small>Total Pieces</small>	Bundles Not Distr. 58,713 <small>Bundle Count</small>	Packages - <small>Total Pieces</small>	Delayed 547,881 <small>Total Pieces</small>	Curtailed 522,516 <small>Total Pieces</small>	Curtailed Bundles 0 <small>Bundle Count</small>
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EXECUTIVE SUMMARY ↓ CSV

Collapsed View

Refresh Page Last Refresh: 12/17/21 13:32

NATIONAL / SELECT ▾

SEARCH

DASHBOARD

MANUAL LINE ITEMS

▶ Summary

EXECUTIVE SUMMARY ↓ CSV

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.



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	3,516,492	429	21,837
ME-NH-VT	2,029,786	22,776	4,467
NEW_JERSEY	6,979,844	17	22
NEW YORK 1	2,595,468	0	17,170
NEW YORK 2	2,908,315	662	2,617
NEW YORK 3	5,316,550	2,233	8,910
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	11,695

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-FARMOUNT STA	25,454	0	0
PHI-FOX CHASE STA	36,323	0	0
PHI-FRANKFORD STA	30,985	0	0
PHI-GERMANTOWN STA	48,751	687	0
PHI-HUNTING PARK STA	73,002	0	0
PHI-KENNINGTON STA	19,859	0	0
PHI-KINGESSING 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	C/S	
ATLANTIC RETAIL & DELIVERY	173	924	5,681	1,730	13,169	0	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.

REPORTING COMPLIANCE						↓ CSV
MPOO	Sites					
	# Sites	# Sites not reporting	% Sites not reporting	# Sites not reporting by 11am	% Sites not reporting by 11am	
MPOO 5	51	38	74.51%	43	84.31%	
PFC-481 - 0 MPOO (482)	22	21	95.45%	22	100.00%	
PFC-481 - 1 MPOO (481B)	35	22	62.86%	28	80.00%	
PFC-481 - 2 MPOO (481A)	26	18	69.23%	21	80.77%	
PFC-481 - 3 MPOO (492)	20	17	85.00%	18	90.00%	
PFC-481 - 4 MPOO (254800-	21	12	57.14%	15	71.43%	
DISTRICT TOTAL	175	128	73.14%	147	84.00%	

	A	B	C	D	E	F	G	H	I	J
1	Date	Area	District	MPOO	Facility	# Sites	# Sites not reporting	% Sites not reporting	# Sites not reporting by 11am	% Sites not reporting by 11am
2	7/12/2021	CENTRAL RETAIL & DELIVERY	MICHIGAN 1	ALL	ALL	175	128	73.14	147	84
3	7/12/2021	CENTRAL RETAIL & DELIVERY	MICHIGAN 1	MPOO 5	ALGONAC PO	1	1	100	1	100
4	7/12/2021	CENTRAL RETAIL & DELIVERY	MICHIGAN 1	MPOO 5	ALL	51	38	74.51	43	84.31
5	7/12/2021	CENTRAL RETAIL & DELIVERY	MICHIGAN 1	MPOO 5	ALMONT PO	1	1	100	1	100
6	7/12/2021	CENTRAL RETAIL & DELIVERY	MICHIGAN 1	MPOO 5	ARMADA PO	1	1	100	1	100
7	7/12/2021	CENTRAL RETAIL & DELIVERY	MICHIGAN 1	MPOO 5	ATTICA PO	1	1	100	1	100
8	7/12/2021	CENTRAL RETAIL & DELIVERY	MICHIGAN 1	MPOO 5	BAD AXE PO	1	1	100	1	100
9	7/12/2021	CENTRAL RETAIL & DELIVERY	MICHIGAN 1	MPOO 5	BIRCH RUN PO	1	1	100	1	100
10	7/12/2021	CENTRAL RETAIL & DELIVERY	MICHIGAN 1	MPOO 5	BROWN CITY PO	1	1	100	1	100
11	7/12/2021	CENTRAL RETAIL & DELIVERY	MICHIGAN 1	MPOO 5	BYRON PO	1	1	100	1	100
12	7/12/2021	CENTRAL RETAIL & DELIVERY	MICHIGAN 1	MPOO 5	CAPAC PO	1	1	100	1	100
13	7/12/2021	CENTRAL RETAIL & DELIVERY	MICHIGAN 1	MPOO 5	CLARKSTON PO	1	1	100	1	100
14	7/12/2021	CENTRAL RETAIL & DELIVERY	MICHIGAN 1	MPOO 5	CLIO PO	1	0	0	1	100
15	7/12/2021	CENTRAL RETAIL & DELIVERY	MICHIGAN 1	MPOO 5	CROSWELL PO	1	0	0	0	0
16	7/12/2021	CENTRAL RETAIL & DELIVERY	MICHIGAN 1	MPOO 5	DAVISBURG PO	1	1	100	1	100
17	7/12/2021	CENTRAL RETAIL & DELIVERY	MICHIGAN 1	MPOO 5	DAVISON PO	1	1	100	1	100
18	7/12/2021	CENTRAL RETAIL & DELIVERY	MICHIGAN 1	MPOO 5	DECKERVILLE PO	1	1	100	1	100
19	7/12/2021	CENTRAL RETAIL & DELIVERY	MICHIGAN 1	MPOO 5	DRYDEN PO	1	1	100	1	100
20	7/12/2021	CENTRAL RETAIL & DELIVERY	MICHIGAN 1	MPOO 5	DURAND PO	1	1	100	1	100
21	7/12/2021	CENTRAL RETAIL & DELIVERY	MICHIGAN 1	MPOO 5	FAIR HAVEN PO	1	1	100	1	100
22	7/12/2021	CENTRAL RETAIL & DELIVERY	MICHIGAN 1	MPOO 5	FENTON PO	1	1	100	1	100

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.

Delivery Condition Visualization Delivery Date: 10/07/21

Report Details Refresh Page Last Refresh: 10/07/21 14:55

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

SEARCH DASHBOARD MANUAL LINE ITEMS

Last Updated by Benitay Harris at 10:44 CST on 10/07/21. CSV Edit Values Manage MLI

DELIVERY CUSTOMER SERVICE

NATIONAL

DELAYED		
	TOTAL	COMMENTS
First Class Letters	0	-
First Class Flats	0	-
Election Mail	0	-
Political Mail	0	-
Periodicals	0	-
Priority	0	-
Package Services	0	-
Marketing Letters	0	-
Marketing Flats	0	-
Sequenced Sets	0	-

CURTAILED		
	TOTAL	COMMENTS
Marketing Letters	12,960	5 digit
Marketing Flats	9,340	5 digit
Sequenced Sets	-	-

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			

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.

Refresh Page Last Refresh: 09/02/22 10:45

NATIONAL / ATLANTIC RETAIL & DELIVERY / VIRGINIA / RIC-AMPTHILL BR / 23234 / SELECT

SEARCH DASHBOARD MANUAL LINE ITEMS SELF-SERVICE

Cancel Save

DELIVERY CUSTOMER SERVICE

NATIONAL

DISTRIBUTION OPERATIONS DELAYED					DISTRIBUTION OPERATIONS CURTAILED				
	TOTAL	OLDEST DATE	ESTIMATED CLEARANCE DATE	COMMENTS		TOTAL	OLDEST DATE	ESTIMATED CLEARANCE DATE	COMMENTS
Delayed Mail Flow	1				Marketing Letters				
Delayed On Arrival					Marketing Flats				
Business Reply Mail					Sequence Pcs				
Merchandise Return Service					Election Mail				
First Class Letters					Political Mail				
First Class Flats									
Election Mail									

POST OFFICE BOX OPERATIONS DELAYED				
	TOTAL	OLDEST DATE	ESTIMATED CLEARANCE DATE	COMMENTS

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.

BOARD MANUAL LINE ITEMS

CSV Edit Values Manage MLI

DELIVERY CUSTOMER SERVICE

Delivery Tab Editable Values

Customer Service Tab Editable Values

DELIVERY

Entries must be made at Carrier Route level

ADD Values Manage (6)

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

DELIVERY

CUSTOMER SERVICE

ADD Values Manage (6)

DELIVERABLE					CURTAILED				
TOTAL	OLDEST DATE	ESTIMATED CLEARANCE DATE	COMMENTS	TOTAL	OLDEST DATE	ESTIMATED CLEARANCE DATE	COMMENTS		
Insurance Pcs				Marketing Letters					
Political Mail				Marketing Flats					
Periodicals				Sequence Pcs					
Priority				Political Mail					
Package Services				First Class Letters					
Marketing Letters				First Class Flats					
Marketing Flats				Periodicals					
Sequence Pcs				Priority					
				Package Services					
				Marketing Letters					
				Marketing Flats					
				Sequence Pcs					

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.

NATIONAL

DELATED

	TOTAL	OLDEST DATE	ESTIMATED CLEARANCE DATE	COMMENTS
First Class Letters	0			
First Class Flats	2			
Election Mail				
Political Mail				
Periodicals				
Priority				
Package Services				
Marketing Letters				
Marketing Flats				
Sequence Pcs				

NATIONAL

DELATED

	TOTAL	OLDEST DATE	ESTIMATED CLEARANCE DATE	COMMENTS
First Class Letters	0			
First Class Flats	2			
Election Mail				
Political Mail				
Periodicals				
Priority				
Package Services				
Marketing Letters				
Marketing Flats				
Sequence Pcs				

September 2022

Sat	Sun	Mon	Tue	Wed	Thu	Fri
27	28	29	30	31	01	02

NATIONAL

DELATED

	TOTAL	OLDEST DATE	ESTIMATED CLEARANCE DATE	COMMENTS
First Class Letters	1	09/02/22	09/08/22	
First Class Flats	3	09/04/22	09/11/22	
Election Mail				
Political Mail				
Periodicals				
Priority				
Package Services				
Marketing Letters				
Marketing Flats				
Sequence Pcs				

DELIVERY

CUSTOMER SERVICE

Entries must be made at Carrier Route level

Cancel Save

CURTAILED

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

Delivery Condition Visualization

Report Details

NATIONAL / WESTPAC RETAIL & DELIVERY / AZ-NM

SEARCH

MANUAL LINE ITEMS

SELF-SERVICE

DCV Manual Line Items

Your changes have been saved. Number of entries saved: 5

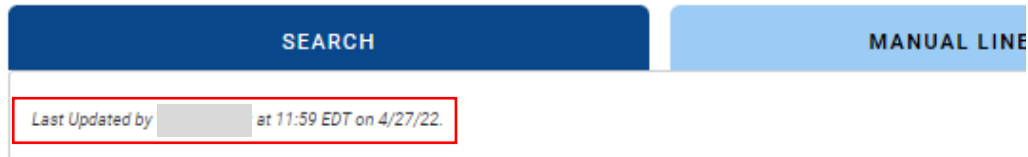
OK

Delivery Date: 04/27/22

Refresh Page

Last Refresh: 04/27/22 10:18

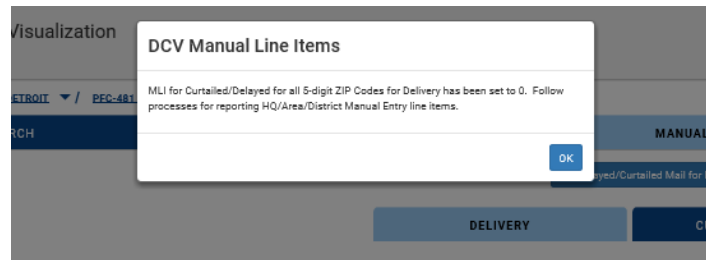
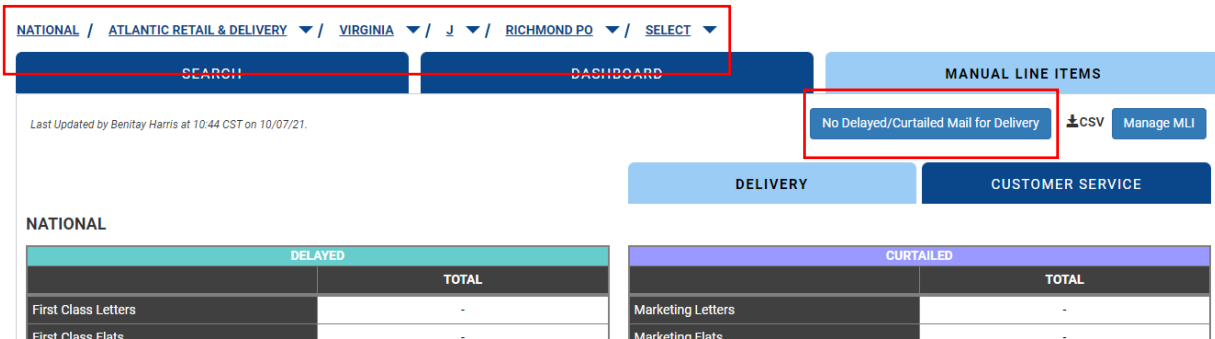
Once edits are *saved*, the updates are confirmed, and the application identifies the person who last edited values and entered comments by including the person's *first and last name, month/date/year*, and *timestamp* of entry.



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	
	TOTAL
Delayed Mail Flow	0

DISTRIBUTION OPERATIONS CURTAILED	
	TOTAL
Marketing Letters	0

Delivery Condition Visualization

Report Details

NATIONAL / CENTRAL / DETROIT / PEC-481

SEARCH

DELIVERY

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

This page intentionally left blank

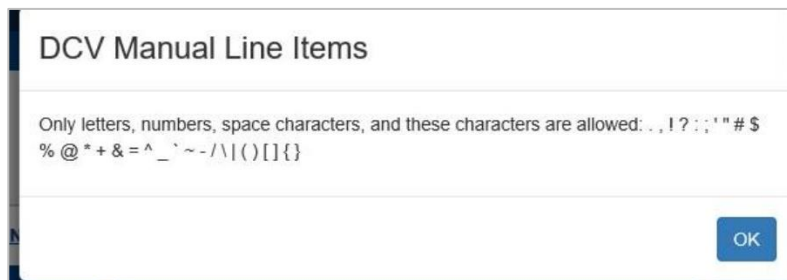
Entering Comments

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.



Cancel Save

DELIVERY CUSTOMER SERVICE

Entries must be made at Carrier Route level

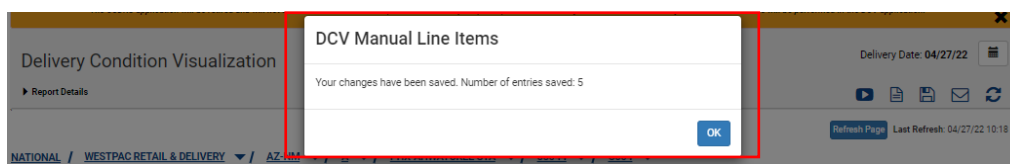
NATIONAL

	DELAYED				COMMENTS
	TOTAL	OLDEST DATE	ESTIMATED CLEARANCE DATE	ESTIMATED CLEARANCE DATE	
First Class Letters	1	09/02/22	09/08/22	09/08/22	Test 1
First Class Flats	3	09/04/22	09/11/22	09/11/22	
Election Mail					
Political Mail					
Periodicals					
Priority					
Package Services					
Marketing Letters					
Marketing Flats					
Sequence Pcs					

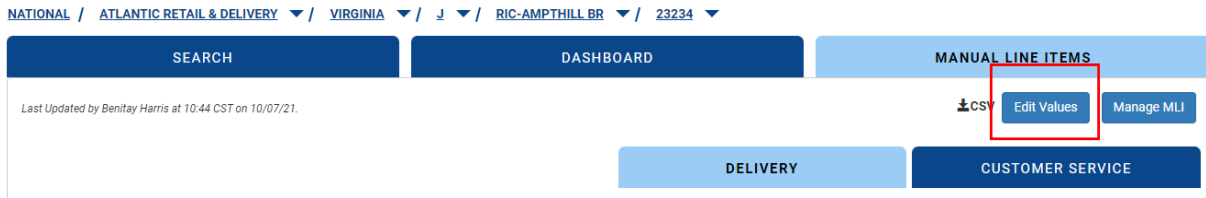
	CURTAILED			
	TOTAL	OLDEST DATE	ESTIMATED CLEARANCE DATE	ESTIMATED CLEARANCE DATE
Marketing Letters				
Marketing Flats				
Sequence Pcs				

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.



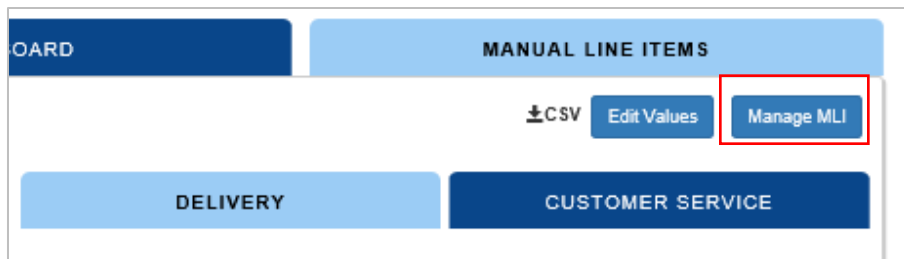
Manage Manual Line Items (MLI)

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

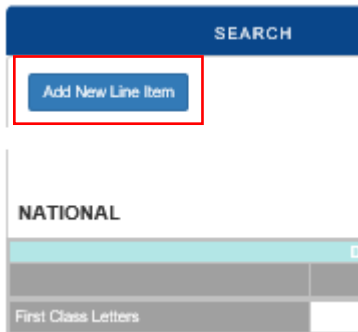
Customer Service Tab Manage MLI

SEARCH		DASHBOARD		MANUAL LINE ITEMS																																																							
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Add New Line Items

Click the **Add New Line Items** button to activate following window:



A screenshot of the "ADD NEW LINE ITEM" form. The form has a blue header with the title "ADD NEW LINE ITEM" and a close button (X). The form contains several fields: "Type*" (a dropdown menu), "Geography Level*" (a dropdown menu), "Input Type*" (a dropdown menu), and "Effective Date Range*" (two date pickers with a "to" separator). Below these are two text input fields: "Description*" and "Hover-Over Description*". At the bottom, there is a legend for "*Required Field" and two buttons: "Cancel" (red) and "Add" (blue).

Select the desired information by clicking on the menu arrow on each field as shown below.

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

A screenshot of the "ADD NEW LINE ITEM" form. The "Type*" dropdown menu is open, showing three options: "Delivery", "Customer Service", and "Both". The "Delivery" option is highlighted. The "Geography Level*" dropdown menu is set to "National". The "Effective Date Range*" is set to "12/09/2020" to "12/09/2020". The "Description*" and "Hover-Over Description*" fields are empty. The "Cancel" and "Add" buttons are at the bottom.

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

A screenshot of the "ADD NEW LINE ITEM" form. The "Geography Level*" dropdown menu is open, showing three options: "National", "Area", and "District". The "National" option is highlighted. The "Type*" dropdown menu is set to "Delivery". The "Effective Date Range*" is set to "12/09/2020" to "12/09/2020". The "Description*" and "Hover-Over Description*" fields are empty. The "Cancel" and "Add" buttons are at the bottom.

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

NATIONAL MANUAL ENTRY		
	TOTAL	COMMENTS
Both - National - Added in prev delv date		
Both - National - Test		



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.

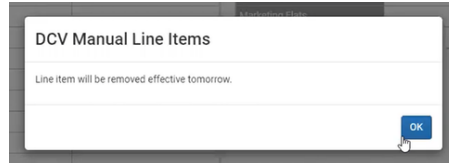
An **Information** icon will appear when a line item is marked for deletion after the effective start date. Click the “i” icon to see the deletion details.

Trash Icon

DISTRICT MANUAL ENTRY
DETROIT

DISTRICT MANUAL ENTRY		
	TOTAL	COMMENTS
District Test  		

MLI Deleted After Effective Start Date Message



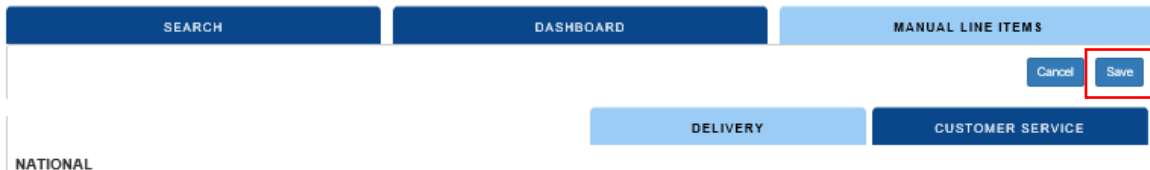
"i" Information Icon

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.



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.

Refresh Page Last Refresh: 04/27/22 12:08

NATIONAL / WESTPAC RETAIL & DELIVERY / AZ-NM / A / PHX-AHWATUKEE STA / 85044 / C004

SEARCH MANUAL LINE ITEMS **SELF-SERVICE**

REQUEST INFORMATION (REQUIRED)

ANTICIPATED DELIVERY DATE (31 DAY MAX) GEOGRAPHY LEVEL AREA

Start Date: 04/27/2022 Select Geo Level: AREA Select Area: Select one...

End Date: 04/27/2022

Submit Request

REQUEST HISTORY *Request statuses are automatically refreshed every 10 seconds

SUBMISSION DATE	STATUS	VIEW DETAILS	DOWNLOAD
2022-01-25 14:49:08 CT	SUCCESS	Request Details >	
2022-01-25 14:48:57 CT	SUCCESS	Request Details >	
2022-01-21 08:06:40 CT	SUCCESS	Request Details >	
2022-01-21 08:06:30 CT	SUCCESS	Request Details >	
2022-01-21 08:06:15 CT	SUCCESS	Request Details >	

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.

REQUEST INFORMATION (REQUIRED)

ANTICIPATED DELIVERY DATE (31 DAY MAX) GEOGRAPHY LEVEL AREA

Start Date: 04/27/2022 Select Geo Level: AREA Select Area: Select one...

End Date: 04/27/2022

Submit Request

REQUEST HISTORY *Request statuses are automatically refreshed every 10 seconds

SUBMISSION DATE	STATUS	VIEW DETAILS	DOWNLOAD
2022-01-25 14:49:08 CT	SUCCESS	Request Details >	
2022-01-25 14:48:57 CT	SUCCESS	Request Details >	

REQUEST INFORMATION (REQUIRED)

ANTICIPATED DELIVERY DATE (31 DAY MAX)

Start Date: 03/17/2022

End Date: 04/27/2022

Start Date and End Date may not exceed maximum range of 31 days. An area must be selected.

GEOGRAPHY LEVEL

Select Geo Level: AREA

AREA

Select Area: Select one...

Submit Request

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.

REQUEST INFORMATION (REQUIRED)

ANTICIPATED DELIVERY DATE (31 DAY MAX)

Start Date: 04/19/2022

End Date: 04/27/2022

An area must be selected.

GEOGRAPHY LEVEL

Select Geo Level: AREA (dropdown menu open showing NATION and AREA)

AREA

Select Area: Select one...

Submit Request

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.

REQUEST INFORMATION (REQUIRED)

ANTICIPATED DELIVERY DATE (31 DAY MAX)

Start Date: 04/19/2022

End Date: 04/27/2022

GEOGRAPHY LEVEL

Select Geo Level: NATION

NATION

Summary Detailed

Submit Request

Summary Level Export

Report Start Date:	3/27/2022																									
Report End Date:	4/26/2022																									
DELATED																										
AREA	FC Letters Deliv.	FC Letters C/S	FC Flats Deliv.	FC Flats C/S	Mkt. Lette Deliv.	Mkt. Lette C/S	Mkt. Flats Deliv.	Mkt. Flats C/S	Election Deliv.	Election C/S	Political Deliv.	Political C/S	Pkg. Serv. Deliv.	Pkg. Serv. C/S	Priority Deliv.	Priority C/S	Periodica Deliv.	Periodica C/S	Sequence Deliv.	Sequence C/S	Sequenced Sets					
ATLANTIC RETAIL & DELIVERY	4423	14	18	14	97	7	22	7	19	6	23	906	22	7	21	7	27	7	24	7						
CENTRAL RETAIL & DELIVERY	100	0	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
SOUTHERN RETAIL & DELIVERY	68	55	49	40	35	35	50	50	46	20	46	28	35	35	38	35	35	35	35	50	50					
WESTPAC RETAIL & DELIVERY	1221041	40932	1221049	40932	1221109	40932	1221119	40932	1221059	20466	1221069	20466	1221099	40932	1221089	40932	1221079	40932	1221129	40932						
NATIONAL TOTAL	1225632	41001	1221216	40986	1221241	40974	1221191	40989	1221124	20492	1221138	21400	1221156	40974	1221148	40974	1221141	40974	1221203	40989						
CURTAILED																										
AREA	Mkt. Letters Deliv.	Mkt. Lette Cust. Serv	Mkt. Lette Deliv.	Mkt. Flats Cust. Serv	Mkt. Flats Deliv.	Sequence Cust. Serv	Sequence Deliv.	Election P Cust. Serv	Political Mail Service																	
ATLANTIC RETAIL & DELIVERY	26	9	24	10	21	11	1	1	1																	
CENTRAL RETAIL & DELIVERY	60	0	30	0	0	0	0	0	0																	
SOUTHERN RETAIL & DELIVERY	60	40	50	20	35	15	20	20	20																	
WESTPAC RETAIL & DELIVERY	1221139	20466	1221149	20466	1221159	20466	20466	20466	20466																	
NATIONAL TOTAL	1221285	20515	1221253	20496	1221215	20492	20487	20487	20487																	

Detailed Level Export

The screenshot shows a detailed level export report with the following columns: Report Start Date (3/27/2022), Report End Date (4/26/2022), DELAYED, AREA, DISTRICT, MPOD, OFFICE, FC Letter Deliv, FC Letter CIS, FC Flats Deliv, FC Flats CIS, Mix. Letts Deliv, Mix. Letts CIS, Mix. Flats Deliv, Mix. Flats CIS, Election Deliv, Election CIS, Political Deliv, Political CIS, Pkg. Sen Deliv, Pkg. Sen CIS, Priority Deliv, Priority CIS, Periodics Deliv, Periodics CIS, Sequenc Deliv, Sequenc CIS, and Sets. The report lists various areas such as ATLANTIC RETAIL & DELIVER CONNECTICUT, ATLANTIC RETAIL & DELIVER DE-PA2, ATLANTIC RETAIL & DELIVER ME-NH-VT, ATLANTIC RETAIL & DELIVER ME-NH-VT, ATLANTIC RETAIL & DELIVER NEW JERSEY, ATLANTIC RETAIL & DELIVER NORTH CAROLIN, CENTRAL RETAIL & DELIVER IA-NE-SD, CENTRAL RETAIL & DELIVER IA-NE-SD, CENTRAL RETAIL & DELIVER ILLINOIS 1, CENTRAL RETAIL & DELIVER ILLINOIS 1, CENTRAL RETAIL & DELIVER ILLINOIS 1, CENTRAL RETAIL & DELIVER MICHIGAN 1, CENTRAL RETAIL & DELIVER MICHIGAN 1, CENTRAL RETAIL & DELIVER OHIO 2, and CENTRAL RETAIL & DELIVER OHIO 2.

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.

The screenshot shows the Request Information form with the following fields: Anticipated Delivery Date (31 Day Max), Start Date (04/19/2022), End Date (04/27/2022), Geography Level (AREA), and Area (WESTPAC RETAIL & DELIVERY). A red box highlights the Submit Request button.

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.

REQUEST HISTORY *Request statuses are automatically refreshed every 10 seconds			
SUBMISSION DATE	STATUS	VIEW DETAILS	DOWNLOAD
2022-01-21 09:06:40 CT	SUBMITTED	Request Details >	
2022-01-21 08:06:30 CT	FAILED	Request Details >	
2022-01-21 08:06:15 CT	SUCCESS	Request Details >	↓
2022-01-21 07:45:37 CT	SUCCESS	Request Details >	↓
2022-01-21 07:45:13 CT	SUCCESS	Request Details >	↓
2022-01-21 07:23:20 CT	SUCCESS	Request Details >	↓

View Details

File Download

Request Details X

REQUEST INFORMATION

SUBMISSION DATE: 2022-01-21 07:23:20 CT STATUS: SUCCESS

START DATE: 12/21/2021

END DATE: 01/18/2022

AREA: ATLANTIC RETAIL & DELIVERY

DOWNLOAD

↓

↓

↓

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
1	Report Start Date:	12/21/2021																					
2	Report End Date:	1/18/2022																					
3	DELAYED																						
4	DISTRICT	FC Letters	FC Letters	FC Flats	FC Flats	Mkt. Lette	Mkt. Lette	Mkt. Flats	Mkt. Flats	Election	Election	Political	Political	Pkg. Servi	Pkg. Servi	Priority	Priority	Periodica	Periodica	Sequence	Sequence	Sequenced Sets	
5		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	Deliv.	C/S
6	CONNECTICUT	167202	43079	35652	10335	11173	5296	17445	13985	0	0	0	0	378	1485	6	485	542	221	8	0		
7	DE-PA 2	3185089	531452	734260	232367	609265	215757	272199	131341	0	0	1000	0	26428	28858	6885	2370	20287	6290	4520	0		
8	MA-RI	630873	54248	197073	16935	355828	31354	111058	16938	100	0	0	0	1203	38	366	0	10830	863	13	24		
9	MARYLAND	4959909	358475	1193265	149485	418769	63451	148436	56653	114	0	534	0	29223	13621	9323	24718	11796	4728	336346	43454		
10	ME-NH-VT	832550	98566	136882	26008	454641	103845	194216	59145	4	0	0	0	27498	8126	2130	175	12983	5412	689	13		
11	NEW JERSEY	760019	289660	279561	81856	40389	5209	60568	20516	96	0	4855	1501	8630	3349	3486	700	7241	1524	6813	17		
12	NEW YORK 1	262970	45514	38184	7693	48432	63685	47890	4125	0	0	400	0	152	2431	12	859	0	0	286	0		
13	NEW YORK 2	63767	34667	15362	6097	4622	3312	2566	15063	0	0	0	0	304	0	1060	1547	128	9	9			
14	NEW YORK 3	264956	42512	63829	12085	53300	11069	23769	8125	0	0	0	0	1241	2487	998	1039	1891	1262	788	9		
15	NORTH CAROLINA	1054172	140474	171805	50719	179258	13726	175524	13795	0	0	0	0	7649	12691	1586	2610	12239	460	20618	4507		
16	PENNSYLVANIA 1	1372884	362141	258985	85507	551072	176660	195632	57956	0	0	0	0	9780	15648	834	7189	5715	430	17898	1058		
17	VIRGINIA	2784483	1133366	778830	382281	524716	277502	425118	290973	88	0	1715	938	32433	19253	15496	14151	33278	39777	157967	144772		
18	AREA TOTAL	16338874	3134154	3903688	1061368	3251465	970866	1674421	688615	402	0	8504	2439	144615	108291	41122	55356	118349	61095	545955	193863		
19	CURTAILED																						
20	DISTRICT	Mkt. Letters	Mkt. Lette	Mkt. Flats	Mkt. Flats	Sequence	Sequence	Election	Election	Political	Political	Mail											
21		Deliv.	Cust. Serv	Deliv.	Cust. Serv	Deliv.	Cust. Serv	Deliv.	Cust. Serv	Deliv.	Cust. Serv	Deliv.	Cust. Serv										
22																							
23	CONNECTICUT	27127	39509	35101	42214	2383		1	0	0													
24	DE-PA 2	145604	273646	367341	169865	77110	3102	0	0														
25	MA-RI	90255	150687	181085	124953	20065	1105	0	0														
26	MARYLAND	476407	249103	229129	156917	167872	123105	0	0														
27	ME-NH-VT	66416	77686	143668	88336	11161	3613	13	13														
	DCV_01_21_22_EX_SUMM_ATLANTIC_R																						

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.

The screenshot shows the 'MANUAL LINE ITEMS' section of a web application. At the top, there are navigation tabs for 'SEARCH', 'DASHBOARD', and 'MANUAL LINE ITEMS'. Below these are tabs for 'DELIVERY' and 'CUSTOMER SERVICE'. The 'CUSTOMER SERVICE' tab is active. In the top right corner of the 'MANUAL LINE ITEMS' section, there are two buttons: 'Cancel' and 'Save', which are highlighted with a red rectangular box. Below the tabs, there are two tables: 'DELAYED' and 'CURTAILED'. The 'DELAYED' table has columns for 'TOTAL' and 'COMMENTS', with one row for 'First Class Letters' showing a total of 0. The 'CURTAILED' table has columns for 'TOTAL' and 'COMMENTS', with one row for 'Marketing Letters' showing a total of 12960 and a comment of '5 digit'.

The screenshot shows a 'DCV Manual Line Items' dialog box overlaid on the 'MANUAL LINE ITEMS' interface. The dialog box has a title bar 'DCV Manual Line Items' and a message 'Cancel all changes?'. At the bottom of the dialog box, there are two buttons: 'Yes' and 'No'. The background interface is dimmed, showing the same 'MANUAL LINE ITEMS' section as the previous screenshot, but with the 'CUSTOMER SERVICE' tab active. The 'CURTAILED' table now has two rows: 'Marketing Letters' (12960, 5 digit) and 'Marketing Flats' (9340, 5 digit). The 'DELAYED' table has two rows: 'First Class Letters' (5) and 'First Class Flats' (0). The 'SEARCH' and 'DASHBOARD' tabs are also visible at the top.

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.

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

SEARCH DASHBOARD **MANUAL LINE ITEMS**

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

↓ CSV Edit Values Manage MLI

DELIVERY CUSTOMER SERVICE

NATIONAL

DELAYED			CURTAILED		
	TOTAL	COMMENTS		TOTAL	COMMENTS
First Class Letters	0	-	Marketing Letters	12,960	5 digit
First Class Flats	-	-	Marketing Flats	9,340	5 digit
Election Mail	-	-	Sequenced Sets	-	-
Political Mail	-	-			
Periodicals	-	-			

DCV_10_07_21_MA...csv

Show all

AutoSave (on) DCV_10_07_21_MANUAL_LINE_ITEMS_23234 (1) - Excel Cruz, Victoria - Merrifield, VA - Contractor CV

File Home Insert Draw Page Layout Formulas Data Review View Help DYMO Label Search Share Comments

Calibri 11 A A' Wrap Text

B I U Font Merge & Center Alignment Sensitivity Number Styles Cells Editing

Clipboard Font Alignment Sensitivity Number Styles Cells Editing

11 Delivery Date

A	B	C	D	E	F	G	H	I	J	K	L
Delivery Date	Area	District	MPOO	Facility	ZIP Code	Group	Type	Line Item	Total	Comments	
10/7/2021	ATLANTIC RETAIL & DELIVERY	VIRGINIA J		RIC-AMPTHILL BR	23234	Delivery	Delayed	First Class Letters	0		
10/7/2021	ATLANTIC RETAIL & DELIVERY	VIRGINIA J		RIC-AMPTHILL BR	23234	Delivery	Delayed	First Class Flats	0		
10/7/2021	ATLANTIC RETAIL & DELIVERY	VIRGINIA J		RIC-AMPTHILL BR	23234	Delivery	Delayed	Election Mail	0		
10/7/2021	ATLANTIC RETAIL & DELIVERY	VIRGINIA J		RIC-AMPTHILL BR	23234	Delivery	Delayed	Political Mail	0		
10/7/2021	ATLANTIC RETAIL & DELIVERY	VIRGINIA J		RIC-AMPTHILL BR	23234	Delivery	Delayed	Periodicals	0		
10/7/2021	ATLANTIC RETAIL & DELIVERY	VIRGINIA J		RIC-AMPTHILL BR	23234	Delivery	Delayed	Priority	0		
10/7/2021	ATLANTIC RETAIL & DELIVERY	VIRGINIA J		RIC-AMPTHILL BR	23234	Delivery	Delayed	Package Services	0		
10/7/2021	ATLANTIC RETAIL & DELIVERY	VIRGINIA J		RIC-AMPTHILL BR	23234	Delivery	Delayed	Marketing Letters	0		
10/7/2021	ATLANTIC RETAIL & DELIVERY	VIRGINIA J		RIC-AMPTHILL BR	23234	Delivery	Delayed	Marketing Flats	0		
10/7/2021	ATLANTIC RETAIL & DELIVERY	VIRGINIA J		RIC-AMPTHILL BR	23234	Delivery	Delayed	Sequenced Sets	0		
10/7/2021	ATLANTIC RETAIL & DELIVERY	VIRGINIA J		RIC-AMPTHILL BR	23234	Delivery	Curtailed	Marketing Letters	12960	5 digit	
10/7/2021	ATLANTIC RETAIL & DELIVERY	VIRGINIA J		RIC-AMPTHILL BR	23234	Delivery	Curtailed	Marketing Flats	9340	5 digit	
10/7/2021	ATLANTIC RETAIL & DELIVERY	VIRGINIA J		RIC-AMPTHILL BR	23234	Delivery	Curtailed	Sequenced Sets			
10/7/2021	ATLANTIC RETAIL & DELIVERY	VIRGINIA J		RIC-AMPTHILL BR	23234	Customer Service	Distribution Operations Delayed	Delayed Mail Flow	0		
10/7/2021	ATLANTIC RETAIL & DELIVERY	VIRGINIA J		RIC-AMPTHILL BR	23234	Customer Service	Distribution Operations Delayed	Delayed On Arrival	0		
10/7/2021	ATLANTIC RETAIL & DELIVERY	VIRGINIA J		RIC-AMPTHILL BR	23234	Customer Service	Distribution Operations Delayed	Business Reply Mail	0		
10/7/2021	ATLANTIC RETAIL & DELIVERY	VIRGINIA J		RIC-AMPTHILL BR	23234	Customer Service	Distribution Operations Delayed	Merchandise Return Service	0		
10/7/2021	ATLANTIC RETAIL & DELIVERY	VIRGINIA J		RIC-AMPTHILL BR	23234	Customer Service	Distribution Operations Delayed	First Class Letters	0		
10/7/2021	ATLANTIC RETAIL & DELIVERY	VIRGINIA J		RIC-AMPTHILL BR	23234	Customer Service	Distribution Operations Delayed	First Class Flats	0		
10/7/2021	ATLANTIC RETAIL & DELIVERY	VIRGINIA J		RIC-AMPTHILL BR	23234	Customer Service	Distribution Operations Delayed	Election Mail	0		
10/7/2021	ATLANTIC RETAIL & DELIVERY	VIRGINIA J		RIC-AMPTHILL BR	23234	Customer Service	Distribution Operations Delayed	Political Mail	0		

DCV_10_07_21_MANUAL_LINE_ITEMS

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.

Delivery Condition Visualization
Delivery Date: 12/16/21

Report Details

Refresh Page
Last Refresh: 12/17/21 13:32

NATIONAL / ATLANTIC RETAIL & DELIVERY
SELECT

SEARCH

DASHBOARD

MANUAL LINE ITEMS

Summary
↓ CSV

DPS2 Letters
82,716,700
Total Pieces

CR Letters
-
Total Pieces

FSS Flats
-
Total Pieces

CR Flats
-
Total Pieces

Bundles Not Distr.
5,083
Bundle Count

Packages
-
Total Pieces

Delayed
442,465
Total Pieces

Curtailed
364,074
Total Pieces

Curtailed Bundles
23
Bundle Count

EXECUTIVE SUMMARY
↓ CSV

DISTRICT	FC Letters		FC Flats		Mkt. Letters		Mkt. Flats		Election Mail		Political Mail		Pkg. Services		Priority		Periodicals		Sequenced Sets	
	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
CONNECTICUT	456	0	115	0	0	0	650	0	0	0	0	0	0	0	0	0	0	0	0	0
DE-PA2	49,207	14,313	15,516	1,610	5,645	1,070	4,709	920	0	0	0	0	27	0	23	0	0	0	2	0
MA-RI	0	0	0	0	0	419	0	2,300	0	0	0	0	0	0	0	0	0	0	0	0
MARYLAND	9,293	2,557	4,341	2,432	675	95	156	3,517	0	0	0	0	0	0	3,930	0	0	6,822	0	
ME-NH-VT	11,929	704	3,079	300	5,250	1,001	3,437	800	0	0	0	0	5	1	5	0	220	0	1	0
NEW JERSEY	275	0	172	0	30	0	21	0	0	0	0	0	325	0	0	0	7	0	0	2
NEW YORK 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
NEW YORK 2	0	0	0	0	0	0	0	251	0	0	0	0	0	0	0	0	0	0	0	0
NEW YORK 3	600	500	600	500	0	10	260	15	0	0	0	0	0	0	7	0	0	7	0	0
NORTH CAROLINA	8,904	1,943	5,372	283	3,203	1,008	8130	459	0	0	0	0	80	3150	30	1,730	0	0	31	0
PENNSYLVANIA	25,944	8,595	6,802	7,050	28,707	6,900	4,864	6,810	0	0	0	0	1,500	1,460	0	0	280	0	81	22
VIRGINIA	16,778	7,358	6,752	25,694	6,505	5,902	9,660	1,995	0	0	0	0	0	200	0	400	180	4,244	4,160	4,299
AREA TOTAL	123,386	102,195	42,749	37,869	500,150	101,950	318,887	109,938	0	0	0	0	1,937	4,811	58	6,067	687	4,244	11,104	4,323

DCV_12_16_21_EX_...csv

Open
 Always open files of this type
 Show in folder
 Cancel

DELAIED	DISTRICT	FC Letters Deliv.	FC Letters C/S	FC Flats Deliv.	FC Flats C/S	Mkt. Letters Deliv.	Mkt. Letters C/S	Mkt. Flats Deliv.	Mkt. Flats C/S	Election Mail Deliv.	Election Mail C/S	Political Mail Deliv.	Political Mail C/S	Pkg. Serv. Deliv.	Pkg. Serv. C/S	Priority Deliv.	Priority C/S	Periodicals Deliv.	Periodicals C/S	Sequenced Sets Deliv.	Sequenced Sets C/S
1	CONNECTICUT	456	0	115	0	0	0	650	0	0	0	0	0	0	0	0	0	0	0	0	0
2	DE-PA2	49,207	14,313	15,516	1,610	5,645	1,070	4,709	920	0	0	0	0	27	0	23	0	0	0	2	0
3	MA-RI	0	0	0	0	0	419	0	2,300	0	0	0	0	0	0	0	0	0	0	0	0
4	MARYLAND	9,293	2,557	4,341	2,432	675	95	156	3,517	0	0	0	0	0	0	3,930	0	0	6,822	0	0
5	ME-NH-VT	11,929	704	3,079	300	5,250	1,001	3,437	800	0	0	0	0	5	1	5	0	220	0	1	0
6	NEW JERSEY	275	0	172	0	30	0	21	0	0	0	0	0	325	0	0	0	7	0	0	2
7	NEW YORK 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
8	NEW YORK 2	0	0	0	0	0	0	0	251	0	0	0	0	0	0	0	0	0	0	0	0
9	NEW YORK 3	600	500	600	500	0	10	260	15	0	0	0	0	0	0	7	0	0	7	0	0
10	NORTH CAROLINA	8,904	1,943	5,372	283	3,203	1,008	8,130	459	0	0	0	0	80	3,150	30	1,730	0	0	31	0
11	PENNSYLVANIA	25,944	8,595	6,802	7,050	28,707	6,900	4,864	6,810	0	0	0	0	1,500	1,460	0	0	280	0	81	22
12	VIRGINIA	16,778	7,358	6,752	25,694	6,505	5,902	9,660	1,995	0	0	0	0	0	200	0	400	180	4,244	4,160	4,299
13	AREA TOTAL	123,386	102,195	42,749	37,869	500,150	101,950	318,887	109,938	0	0	0	0	1,937	4,811	58	6,067	687	4,244	11,104	4,323

Interactive Tools

Use the Calendar

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

Delivery Condition Visualization
 Report Details

NATIONAL / ATLANTIC RETAIL & DELIVERY / SELECT

SEARCH | DASHBOARD

Summary

- DPS2 Letters: 82,716,700 Total Pieces
- CR Letters: - Total Pieces
- FSS Flats: - Total Pieces
- CR Flats: - Total Pieces
- Bundles Not Distr.: 5,083 Bundle Count
- Packages: - Total Pieces
- Delayed: 442,465 Total Pieces

EXECUTIVE SUMMARY

DISTRICT	FC Letters		FC Flats		Mkt. Letters		Mkt. Flats		Election Mail		Political Mail		Pkg. Services		Priority		Periodicals		Sequenced Sets	
	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
CONNECTICUT	456	0	115	0	0	0	650	0	0	0	0	0	0	0	0	0	0	0	0	0

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.

Delivery Condition Visualization
 Report Details

NATIONAL / ATLANTIC RETAIL & DELIVERY / VIRGINIA / C / HARRISONBURG PO / 22802

SEARCH | DASHBOARD | MANUAL LINE ITEMS

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:

NATIONAL / WESTPAC RETAIL & DELIVERY / AZ-NM / A / PHX-AHWATUKEE STA / 85044 / SELECT

SEARCH | DASHBOARD | MANUAL LINE ITEMS

Carrier Route Level:

NATIONAL / WESTPAC RETAIL & DELIVERY / AZ-NM / A / PHX-AHWATUKEE STA / 85044 / C004

SEARCH | MANUAL LINE ITEMS

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 <i>DCV Help</i> and <i>Support References</i> .
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 <i>Delivery Date</i> 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		
<i>Primary</i>	Tina Gong	Tina.Gong@usps.gov
<i>Backup</i>	John Zucchi	John.M.Zucchi@usps.gov
Central Area		
<i>Primary</i>	Lee Sierecki	Lee.A.Sierecki@usps.gov
<i>Backup</i>	Melissa Pfluke	melissa.l.pfluke@usps.gov
Southern Area		
<i>Primary</i>	Chip Thiele	Dean.C.Thiele@usps.gov
<i>Backup</i>	Taylor Stocking	Taylor.Stocking@usps.gov
WestPac Area		
<i>Primary</i>	Lisa McCravey	Elizabeth.N.Mccravey@usps.gov
<i>Backup</i>	Brandon Brown	Brandon.K.Brown@usps.gov

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