

Delivery Operations Information System (DOIS)

# DOIS Overview

# DOIS Supervisor Workbench

**Delivery Operations Information System (DOIS)**

File Application Options Window Help

**Workload Status** **Supervisor Workbench**

Routes | Other

**Route List/Status**

| Route | Carrier       | +/-  |
|-------|---------------|------|
| 21001 | HELFRICH, R J | 0:43 |
| 21002 | WALTER, A R   | 0:16 |
| 21003 | BOWMAN, V D   | 0:06 |
| 21005 | WEERTS, W W   | 0:50 |
| 21006 | URBAN, K V    | 0:43 |
| 21007 | DOBISH, M J   | 1:39 |
| 21008 | DEAN, W A     | 0:00 |
| 21009 | MORRIS, S K   | 0:42 |
| 21010 | LEHMAN, B C   | 0:55 |
| 21011 | TERVEER, B E  | 0:12 |
| 21012 | ALVAREZ, L L  | 0:04 |

Total Est. Overtime: **6:09**

Total Est. Undertime: **0:00**

**Route Vacancies**

| Route | Hours | Planned | Type |
|-------|-------|---------|------|
|-------|-------|---------|------|

**Supervisor Workbench**

Daily Workload Mgmt | Street Mgmt | Performance Reports | Planning and Scheduling | Route and Unit Maint

**Mail Volumes and Work Hours**

- ☐ Capture Mail Volumes - Manual
- ☐ Capture Mail Volumes - DCD
- ☐ Daily Timekeeping Load
- ☐ Clocking Discrepancies
- ☐ SPLY Impacts

**Reports and Forms**

- ☐ 1564-A Delivery Instructions
- ☐ Revised Carrier/Route Assignment
- ☐ Workload Status Report
- ☐ Miscellaneous Workload Status Report
- ☐ Workhour Discrepancy Report
- ☐ Clocking Discrepancy Report

**Workload Management**

- ☐ Create Vacancy - 3971
- ☐ Regular/City Route Details
- ☐ Miscellaneous Route Details
- ☐ Street Pivoting
- ☐ Daily Assignments
- ☐ Current Day Absence List
- ☐ Record Overtime Exception
- ☐ Adjust Leave/Office Time
- ☐ Adjust Return/Street Time
- ☐ Change Start Time

Current User: RODGER CONFORTI  
Current Unit: DIXON, MAIN POST OFFICE, 6102101

☐ Change Delivery Unit

**DOIS**

RESTRICTED INFORMATION

Start

Delivery Operations I...

## Delivery Operations Information System (DOIS)

The Supervisor workbench is divided into 5 tabs

1. Daily Workload Management
2. Street Management
3. Performance Reports
4. Planning and Scheduling
5. Route and Unit Maintenance

# Delivery Operations Information System (DOIS)

**Delivery Operations Information System (DOIS)**

File Application Options Window Help

### Workload Status

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| Route Vacancies |       |         |      |
|-----------------|-------|---------|------|
| Route           | Hours | Planned | Type |

### Supervisor Workbench

Daily Workload Mgmt | Strict Mgmt | Performance Reports | Planning and Scheduling | Route and Unit Maint

Mail Volumes and Work Hours

- ☐ Capture Mail Volumes - Manual
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Reports and Forms

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Current User: RODGER CONFORTI  
Current Unit: DIXON, MAIN POST OFFICE, 6102101

☐ Change Delivery Unit



RESTRICTED INFORMATION

Start

Delivery Operations I...

## Delivery Operations Information System (DOIS)

The Daily Workload Management tab is divided into 3 sub categories.

1. Mail Volume and Work Hours
2. Reports and Forms
3. Workload Management



# Delivery Operations Information System (DOIS)

 **Delivery Operations Information System (DOIS)**

File Application Options Window Help

**Workload Status**

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| Route Vacancies |       |         |      |
|-----------------|-------|---------|------|
| Route           | Hours | Planned | Type |

**Supervisor Workbench**

Daily Workload Mgmt | **Street Mgmt** | Performance Reports | Planning and Scheduling | Route and Unit Maint

Managed Service Points Maintenance

☐ MSP Base Information Maintenance

☐ MSP Location Report

☐ MSP Label Request Status

Managed Service Points Performance Reports

☐ MSP Overview Report

☐ MSP Route Report

☐ MSP Carrier Report

☐ Missed Scan Report

☐ Invalid Route Report

☐ Invalid Scan Report

Current User: RODGER CONFORTI  
Current Unit: DIXON, MAIN POST OFFICE, 6102101

☐ Change Delivery Unit

**DOIS** 

RESTRICTED INFORMATION

Start   Delivery Operations I...

## Delivery Operations Information System (DOIS)

The Street Management tab is broken into two sub categories

1. Managed Service Points Maintenance
2. Managed Service Points Performance Reports

# Delivery Operations Information System (DOIS)

**Delivery Operations Information System (DOIS)**

File Application Options Window Help

### Workload Status

Routes | Other

| Route List/Status |               |      |
|-------------------|---------------|------|
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| Route Vacancies |       |         |      |
|-----------------|-------|---------|------|
| Route           | Hours | Planned | Type |

### Supervisor Workbench

Daily Workload Mgmt | Street Mgmt | **Performance Reports** | Planning and Scheduling | Route and Unit Maint

#### Individual Performance Reports

- ☐ Individual Weekly Performance Report
- ☐ Individual Weekly Miscellaneous Routes Performance Report
- ☐ Individual Weekly Performance Bar Graph
- ☐ Individual Weekly Performance Trend Graph
- ☐ Individual Weekly Clockring Discrepancy Report
- ☐ Individual Weekly Clockring Discrepancy Bar Graph

#### Unit Performance Reports

- ☐ Route/Carrier Daily Performance Report
- ☐ Misc Route/Carrier Daily Performance Report
- ☐ Unit Daily Performance Report
- ☐ Workhour/Workload Report
- ☐ Dispatch Feedback Report
- ☐ FLASH Statistics Worksheet
- ☐ Volume Report
- ☐ Unit Feedback Report
- ☐ Unit Clockring Discrepancy Report

#### Performance Forms

- ☐ 1813 - Late Leaving/Returning
- ☐ 3972 - Absence Analysis

Current User: RODGER CONFORTI  
Current Unit: DIXON, MAIN POST OFFICE, 6102101

☐ Change Delivery Unit



RESTRICTED INFORMATION

Start [Icons] Delivery Operations I...



Performance Reports is broken into three categories

1. Individual Performance Reports
2. Performance Forms
3. Unit Performance Reports

# Delivery Operations Information System (DOIS)

 **Delivery Operations Information System (DOIS)** \_ [ ] X

File Application Options Window Help

### Workload Status

Routes | Other |

| Route List/Status |               |      |
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| Route Vacancies |       |         |      |
|-----------------|-------|---------|------|
| Route           | Hours | Planned | Type |

### Supervisor Workbench

Daily Workload Mgmt | Street Mgmt | Performance Reports | **Planning and Scheduling** | Route and Unit Maint

#### Weekly Scheduling

- ☐ Weekly Schedule
- ☐ Create Vacancy - 3971
- ☐ Daily Assignments
- ☐ Assign AM Overtime
- ☐ Weekly Schedule Report
- ☐ Regular Work Assignments

#### OTDL Management

- ☐ Overtime Desired List (OTDL)
- ☐ Overtime Tracking
- ☐ Overtime Worksheet
- ☐ Work Assignment Overtime

#### Annual Budget

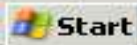
- ☐ Adjust Daily Budget Spread
- ☐ Budget Detail Reports

Current User: RODGER CONFORTI  
Current Unit: DIXON, MAIN POST OFFICE, 6102101

☐ Change Delivery Unit



RESTRICTED INFORMATION

    **Delivery Operations I...**

## Delivery Operations Information System (DOIS)

The Planning and Scheduling tab is broken into three sub categories

1. Weekly Scheduling
2. OTDL Management
3. Annual Budget

# Delivery Operations Information System (DOIS)

**Delivery Operations Information System (DOIS)**

File Application Options Window Help

**Workload Status**

Routes | Other |

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|-----------------|-------|---------|------|
| Route           | Hours | Planned | Type |

**Supervisor Workbench**

Daily Workload Mgmt | Street Mgmt | Performance Reports | Planning and Scheduling | **Route and Unit Maint**

**Route Maintenance**

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

**Unit Maintenance**

- ☐ Maintain Unit Information
- ☐ Maintain Carrier Route Assignments
- ☐ Maintain Dispatch Information

**Reports and Forms**

- ☐ Route Base Information Report
- ☐ Route Information Card
- ☐ Route Review Report
- ☐ Unit Recap
- ☐ DPS Analysis Report
- ☐ Routes Pending Special Inspection
- ☐ 3999 - Inspection of Letter Carrier Route
- ☐ 3999 - Manual Entry
- ☐ 1838 Carrier's Count of Mail
- ☐ Delivery Unit Seniority Report

Current User: RODGER CONFORTI  
Current Unit: DIXON, MAIN POST OFFICE, 6102101

☐ Change Delivery Unit

**DOIS**

RESTRICTED INFORMATION

Start

Delivery Operations I...

## Delivery Operations Information System (DOIS)

The last tab, Route and Unit Maintenance is broken into 3 sub categories

1. Route Maintenance
2. Unit Maintenance
3. Reports and Forms



# Delivery Operations Information System (DOIS)

**Delivery Operations Information System (DOIS)**

File Application Options Window Help

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| Route Vacancies |       |         |      |
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**Supervisor Workbench**

Daily Workload Mgmt | Street Mgmt | Performance Reports | Planning and Scheduling | Route and Unit Maint

**Route Maintenance**

- ☐ Route Base Information Maintenance
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- ☐ Special Office Mail Counts Data Transfer

**Unit Maintenance**

- ☐ Maintain Unit Information
- ☐ Maintain Carrier Route Assignments
- ☐ Maintain Dispatch Information

**Reports and Forms**

- ☐ Route Base Information Report
- ☐ Route Information Card
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- ☐ 3999 - Inspection of Letter Carrier Route
- ☐ 3999 - Manual Entry
- ☐ 1838 Carrier's Count of Mail
- ☐ Delivery Unit Seniority Report

Current User: RODGER CONFORTI  
Current Unit: DIXON, MAIN POST OFFICE, 6102101

☐ Change Delivery Unit

**DOIS**

RESTRICTED INFORMATION

Start

Delivery Operations I...

## Delivery Operations Information System (DOIS)

The Workload Status tab shows every route in the delivery unit, who is the primary carrier assigned to the route and the amount of time the route or carrier is over or under 8 hours based on the current volume for the day. Any routes that are vacant will be listed in the bottom portion under Route Vacancies. Partial vacancies (office or street) will also be listed there.

# Delivery Operations Information System (DOIS)

## Workload Status Report

Service Date: 05/06/2004

RESTRICTED INFORMATION

| AM Available |                 |      |      |                        |         |         |       |     |       |            | AM Controlled |       | Office Workload & Projected Leave Time |                           |                        |                       |                      | Street/Workload & Projected Return Time |                           |                        |                        |                       |
|--------------|-----------------|------|------|------------------------|---------|---------|-------|-----|-------|------------|---------------|-------|----------------------------------------|---------------------------|------------------------|-----------------------|----------------------|-----------------------------------------|---------------------------|------------------------|------------------------|-----------------------|
| Route        | Carrier         | Type | OTDL | Proj<br>Route<br>OT/UT | %<br>Sd | Letters | Flats | PP  | DPS   | Seq<br>Pos | Letters       | Flats | Proj<br>Office<br>Hours                | Aux<br>Proj(+)<br>Road(-) | Misc<br>Office<br>Time | Proj<br>Leave<br>Time | Leave<br>Time<br>Var | Base<br>Street<br>Hours                 | Aux<br>Proj(+)<br>Road(-) | Misc<br>Street<br>Time | Proj<br>Return<br>Time | Return<br>Time<br>Var |
| 02001        | WHALEY, C L     | REG  |      | 0:58                   | 85      | 881     | 1164  | 12  | 1585  |            |               |       | 3:53                                   | 0:00                      | 0:00                   | 10:43 AM              | 0:32                 | 5:05                                    | 0:00                      | 0:00                   | 4:18 PM                | 0:32                  |
| 02002        | SEVOIK, C J     | REG  |      | 3:27                   | 93      | 1122    | 1183  | 14  | 1503  |            |               |       | 4:27                                   | 0:00                      | 0:00                   | 11:17 AM              | 0:50                 | 4:25                                    | 0:00                      | 0:00                   |                        |                       |
|              | KRUSCHEL, M A   | PTF  |      |                        |         |         |       |     |       |            |               |       |                                        | 0:00                      |                        |                       |                      |                                         | 4:25                      |                        |                        |                       |
| 02003        | ALCESTO JR, A M | T-6  |      | 1:14                   | 100     | 832     | 1266  | 10  | 1566  |            |               |       | 4:35                                   | 0:00                      | 0:00                   | 11:25 AM              | 1:01                 | 4:38                                    | 0:00                      | 0:00                   | 4:33 PM                | 1:02                  |
| 02004        | HORAN, S M      | REG  |      | 0:53                   | 88      | 848     | 1413  | 12  | 1565  |            |               |       | 4:24                                   | 0:00                      | 0:00                   | 11:14 AM              | 0:38                 | 4:28                                    | 0:00                      | 0:00                   | 4:12 PM                | 0:39                  |
| 02005        | RAFAEL, F R     | REG  |      | 0:16                   | 100     | 595     | 709   | 12  | 1155  |            |               |       | 3:07                                   | 0:00                      | 0:00                   | 9:57 AM               | -0:05                | 5:09                                    | 0:00                      | 0:00                   | 3:36 PM                | -0:05                 |
| 02006        | VIGIL, S A      | T-6  |      | 0:05                   | 100     | 723     | 608   | 5   | 1137  |            |               |       | 3:02                                   | 0:00                      | 0:00                   | 9:52 AM               | -0:10                | 5:03                                    | 0:00                      | 0:00                   | 3:25 PM                | -0:10                 |
| 02007        | MORTON, L L     | REG  |      | 0:19                   | 78      | 696     | 1054  | 6   | 1810  |            |               |       | 3:15                                   | 0:00                      | 0:00                   | 10:05 AM              | 0:14                 | 5:04                                    | 0:00                      | 0:00                   | 3:39 PM                | 0:14                  |
| 02008        | DORNHECKER, S A | REG  |      | 2:16                   | 96      | 1227    | 1394  | 7   | 1553  |            |               |       | 5:13                                   | 0:00                      | 0:00                   | 12:02 PM              | 1:51                 | 5:03                                    | 0:00                      | 0:00                   | 5:35 PM                | 1:51                  |
| 02009        | LINTNER, S M    | REG  |      | 0:30                   | 71      | 833     | 1273  | 9   | 2246  |            |               |       | 3:30                                   | 0:00                      | 0:00                   | 10:20 AM              | -0:07                | 4:46                                    | 0:00                      | 0:00                   |                        |                       |
|              | KHAN, R         | PTF  |      |                        |         |         |       |     |       |            |               |       |                                        | 0:00                      |                        |                       |                      |                                         | 4:46                      |                        |                        |                       |
| 02010        | LENNON, A L     | REG  |      | 0:11                   | 86      | 1008    | 1000  | 10  | 2181  |            |               |       | 3:39                                   | 0:00                      | 0:00                   | 10:29 AM              | 0:06                 | 4:32                                    | 0:00                      | 0:00                   | 3:31 PM                | 0:06                  |
| 02011        | MORAN, I W      | T-6  |      | 1:42                   | 100     | 951     | 1322  | 9   | 2012  |            |               |       | 4:48                                   | 0:00                      | 0:00                   | 11:38 AM              | 1:39                 | 4:54                                    | 0:00                      | 0:00                   | 5:02 PM                | 1:39                  |
| 02012        | MICKOW, P J     | REG  |      | 1:00                   | 89      | 696     | 1432  | 12  | 1837  |            |               |       | 4:21                                   | 0:00                      | 0:00                   | 11:11 AM              | 0:55                 | 4:39                                    | 0:00                      | 0:00                   | 4:20 PM                | 0:55                  |
| 02013        | WILDE, P A      | REG  |      | -0:19                  | 73      | 602     | 1043  | 8   | 2417  |            |               |       | 3:00                                   | 0:00                      | 0:00                   | 9:48 AM               | 0:05                 | 4:41                                    | 0:00                      | 0:00                   | 3:00 PM                | 0:05                  |
| 02014        | BERGREN, P C    | REG  |      | 2:29                   | 95      | 1009    | 1897  | 12  | 1551  |            |               |       | 6:04                                   | 0:00                      | 0:00                   | 12:53 PM              | 2:19                 | 4:25                                    | 0:00                      | 0:00                   | 5:48 PM                | 2:19                  |
| 02015        | MICKOW, L J     | REG  |      | 0:29                   | 81      | 781     | 1335  | 17  | 1683  |            |               |       | 4:01                                   | 0:00                      | 0:00                   | 10:50 AM              | 0:48                 | 4:28                                    | 0:00                      | 0:00                   | 3:48 PM                | 0:48                  |
| 02016        | TURNER, W L     | REG  |      | 2:02                   | 91      | 892     | 1784  | 12  | 1900  |            |               |       | 5:22                                   | 0:00                      | 0:00                   | 12:11 PM              | 1:36                 | 4:40                                    | 0:00                      | 0:00                   | 5:21 PM                | 1:36                  |
| 02017        | WILDE, S J      | REG  |      | 1:46                   | 72      | 1014    | 1800  | 17  | 2006  |            |               |       | 4:36                                   | 0:00                      | 0:00                   | 11:25 AM              | 1:12                 | 5:10                                    | 0:00                      | 0:00                   | 5:05 PM                | 1:12                  |
| 02018        | CUCCIMATO, D F  | PTF  |      | 1:29                   | 100     | 956     | 1349  | 15  | 1568  |            |               |       | 5:01                                   | 0:00                      | 0:00                   | 11:50 AM              | 1:20                 | 4:29                                    | 0:00                      | 0:00                   | 4:49 PM                | 1:19                  |
| 02019        | TORRES, S A     | REG  |      | 1:49                   | 100     | 762     | 1701  | 18  | 1839  |            |               |       | 5:18                                   | 0:00                      | 0:00                   | 1:18 PM               | 1:49                 | 4:31                                    | 0:00                      | 0:00                   | 6:19 PM                | 1:48                  |
| Unit Totals  |                 |      |      | 22:36                  |         | 16299   | 24737 | 217 | 34794 | 0          | 0             | 0     | 81:36                                  |                           | 0:00                   |                       | 16:33                | 90:10                                   |                           | 0:00                   |                        | 15:50                 |

### Unit Summary

| Volume     |        | Authorized Hours |        | Workload Hours |        | Overtime / Leave Hours |       |
|------------|--------|------------------|--------|----------------|--------|------------------------|-------|
| Total Case | 40,995 | Projected Hours  | 171:47 | Total Office   | 81:37  | Overtime               | 19:08 |
| Total Base | 32,376 | Base Hours       | 155:14 | Total Street   | 90:10  | Annual Leave           | 8:00  |
|            |        | Budget Hours     | 140:00 | Total Route    | 171:47 | Sick Leave             | 0:00  |

## Delivery Operations Information System (DOIS)

- **Workload Status Report**

- This report allows users to view the current day's workload status for their delivery unit. It is a daily planning report that outlines for each route in the delivery unit: actual mail volumes, projected overtime or undertime, projected office and street workloads, and projected leave and return times. It shows which carriers are assigned to each route as well as which carriers are providing assistance on each route. It also displays the unit totals for each category. The summary section provides a breakdown of the projected office, street and total time for the unit for the day compared to base, total caseable mail volumes compared to base, as well as the total overtime, annual leave and sick leave hours that could be charged to the unit if all assignments were made correctly.

## Delivery Operations Information System (DOIS)

- Workload Status Report (Continued)
- The next screenshot shows the left portion of the report. The route number, carrier name, type of carrier, OTDL status, and total projected overtime or undertime are shown for each route/carrier. The AM Available section covers the various types of mail that will be available for delivery on a given route during the current service date. The percent to standard for the carrier on the route is also listed.



# Delivery Operations Information System (DOIS)

**Service Date:** 05/06/2004

| AM Available |                 |      |      |                        |          |         |       |    |      |            | AM Curtailed |       |
|--------------|-----------------|------|------|------------------------|----------|---------|-------|----|------|------------|--------------|-------|
| Route        | Carrier         | Type | OTDL | Proj<br>Route<br>CT/UT | %<br>Std | Letters | Flats | PP | DPS  | Seq<br>Pcs | Letters      | Flats |
| 02001        | WHALEY, C L     | REG  |      | 0:58                   | 85       | 881     | 1164  | 12 | 1585 |            |              |       |
| 02002        | SEVCIK, C J     | REG  |      | 3:27                   | 93       | 1122    | 1183  | 14 | 1933 |            |              |       |
|              | KRUSCHEL, M A   | PTF  |      |                        |          |         |       |    |      |            |              |       |
| 02003        | ALCESTO JR, A M | T-6  |      | 1:14                   | 100      | 832     | 1266  | 10 | 1956 |            |              |       |
| 02004        | HORAN, S M      | REG  |      | 0:53                   | 88       | 849     | 1413  | 12 | 1965 |            |              |       |
| 02005        | RAFAEL, F R     | REG  |      | 0:16                   | 100      | 595     | 709   | 12 | 1155 |            |              |       |
| 02006        | VIGIL, S A      | T-6  |      | 0:05                   | 100      | 723     | 608   | 5  | 1137 |            |              |       |
| 02007        | NORTON, L L     | REG  |      | 0:19                   | 78       | 656     | 1064  | 6  | 1810 |            |              |       |
| 02008        | DORNHECKER, S A | REG  |      | 2:16                   | 96       | 1227    | 1394  | 7  | 1553 |            |              |       |
| 02009        | LINTNER, S M    | REG  |      | 0:30                   | 71       | 833     | 1273  | 9  | 2246 |            |              |       |
|              | KHAN, R         | PTF  |      |                        |          |         |       |    |      |            |              |       |
| 02010        | LENNON, A L     | REG  |      | 0:11                   | 86       | 1008    | 1000  | 10 | 2181 |            |              |       |
| 02011        | MORAN, I W      | T-6  |      | 1:42                   | 100      | 861     | 1322  | 9  | 2012 |            |              |       |
| 02012        | MICKOW, P J     | REG  |      | 1:00                   | 89       | 656     | 1432  | 12 | 1837 |            |              |       |
| 02013        | WILDE, P A      | REG  |      | 0:19                   | 73       | 602     | 1043  | 8  | 2417 |            |              |       |

## Delivery Operations Information System (DOIS)

- The next screenshot shows the Office and Street Workload portions of the report. This portion of the report is one of the most useful tools in DOIS, and one that all delivery unit supervisors should understand and utilize. The logical progression of a carrier's day can be determined by simply walking through each line of numbers. Information from the Route Base Information (RBI) Maintenance window on the Route and Unit Maintenance tab of the Supervisor Workbench is also used in determining the resulting numbers on this report.

# Delivery Operations Information System (DOIS)

DOIS Preview Report Window

1 of 1

150%

Total:11

100%

11 of 11

## Report

*RESTRICTED INFORMATION*

| led   | Office Workload & Projected Leave Time |                |               |               |               | Street Workload & Projected Return Time |                |               |               |            |
|-------|----------------------------------------|----------------|---------------|---------------|---------------|-----------------------------------------|----------------|---------------|---------------|------------|
| Plats | Proj<br>Offic                          | Aux<br>Prov(+) | Misc<br>Offic | Proj<br>Leave | Leave<br>Time | Base<br>Stree                           | Aux<br>Prov(+) | Misc<br>Stree | Proj<br>Retur | Retur<br>n |
|       | 1:27                                   | 0:00           | 0:00          | 8:46 AM       | -0:35         | 5:40                                    | 0:00           | 0:00          | 2:56 PM       | -0:35      |
|       | 1:26                                   | 0:00           | 0:00          | 8:46 AM       | -0:27         | 5:54                                    | 0:00           | 0:00          | 3:10 PM       | -0:26      |
|       | 1:21                                   | 0:00           | 0:00          | 8:40 AM       | -0:37         | 5:57                                    | 0:00           | 0:00          | 3:07 PM       | -0:42      |
|       | 1:23                                   | 0:00           | 0:00          | 8:43 AM       | -0:20         | 6:02                                    | 0:00           | 0:00          | 3:15 PM       | -0:20      |
|       | 1:32                                   | 0:00           | 0:00          | 8:52 AM       | -0:15         | 5:59                                    | 0:00           | 0:00          | 3:21 PM       | -0:15      |
|       | 1:30                                   | 0:00           | 0:00          | 8:49 AM       | -1:38         | 5:34                                    | 0:00           | 0:00          | 2:53 PM       | -0:56      |
|       | 1:30                                   | 0:00           | 0:00          | 8:49 AM       | 0:01          | 5:41                                    | 0:00           | 0:00          | 3:00 PM       | 0:01       |
|       | 1:15                                   | 0:00           | 0:00          | 8:34 AM       | 0:22          | 6:06                                    | 0:00           | 0:00          | 3:10 PM       | 0:22       |

## Delivery Operations Information System (DOIS)

- Calculation Example
- Scheduled Start (RBI): 7:30AM
- PM Office Time (RBI): 0:10 Minutes
- End Tour – Return Time
- The carrier on Route 001 starts his day at 7:30AM, and has 1:27 projected in the office. That would give him a leave time of 8:57, but since he has 0:10 of PM Office, his projected leave is 8:46 (0:01 lost to rounding). Base Street hours are listed at 5:40, so after leaving at 8:46, he should return at 2:26PM. A 0:30 lunch is “invisibly” incorporated, to produce the 2:56PM projected return time listed.
- *Note:* If any Full Coverage Factor time is included in RBI for this unit, credit would be given and added on the street under the Misc Street column, and incorporated into the Proj Return time.
- Leave/Return Variances are calculated by comparing the projected times on the report, and the scheduled leave and return times in the RBI schedule window. If the supervisor is concerned with the accuracy of these variance numbers, the RBI scheduled times should be examined for discrepancies.

# Delivery Operations Information System (DOIS)

**Delivery Operations Information System (DOIS)**

File Application Options Window Help

### Workload Status

Routes | Other |

| Route List/Status |              |       |
|-------------------|--------------|-------|
| Route             | Carrier      | +/-   |
| 21001             | LEHMAN, B C  | -1:18 |
| 21002             | WALTER, A R  | -1:17 |
| 21003             | BOWMAN, V D  | -1:25 |
| 21005             | WEERTS, W W  | -0:41 |
| 21006             | URBAN, K V   | -1:35 |
| 21007             | MCBRIDE, W L | -1:06 |
| 21008             | DEAN, W A    | -1:23 |
| 21009             | MCGINN, H R  | -1:17 |
| 21010             | DAVIS, J P   | -1:03 |
| 21011             | TERVEER, B E | -0:48 |
| 21012             | ALVAREZ, L L | -0:52 |

Total Est. Overtime: **0:00**

Total Est. Undertime: **12:43**

| Route Vacancies |       |         |      |
|-----------------|-------|---------|------|
| Route           | Hours | Planned | Type |

### Supervisor Workbench

Daily Workload Mgmt | Street Mgmt | Performance Reports | Planning and Scheduling | Route and Unit Maint

Mail Volumes and Work Hours

☐ Capture Mail Volumes - Manual

☐ Capture Mail Volumes - DCD

☐ Daily Timekeeping Load

Workload Management

☐ Create Vacancy - 3971

☐ Regular/City Route Details

☐ Miscellaneous Route Details

#### Create Vacancy - 3971

Carrier Name:

Vacancy Type:

☒ Full Day

☐ Partial Day

Date From:  To:

☐ Clocking Discrepancy Report

☐ Change Start Time

Current User: RODGER CONFORTI

Current Unit: DIXON, MAIN POST OFFICE, 6102101

☐ Change Delivery Unit

Get Pivoting

by Assignments

ent Day Absence List

cord Overtime Exception

ust Leave/Office Time

ust Return/Street Time

Change Start Time



Start

Delivery Operations I...



## Delivery Operations Information System (DOIS)

From the Supervisor Work Bench the delivery unit supervisor can input 3971's for any carrier assigned to the Delivery Unit.

# Delivery Operations Information System (DOIS)

Delivery Operations Information System (DOIS)

File

Application

Options

Window

Help

Workload Status

Routes

Other

Route List/Status

| Route | Carrier        | +/-   |  |
|-------|----------------|-------|--|
| 02006 | SCHOLLE, G L   | 1:19  |  |
| 02007 | NORTON, L L    | 0:10  |  |
| 02008 | VIGIL, S A     | 2:29  |  |
| 02009 | LINTNER, S M   | 4:04  |  |
| 02010 | LENNON, A L    | -0:27 |  |
| 02011 | NUGENT JR, D J | 1:49  |  |
| 02012 | MICKOW, P J    | 0:34  |  |
| 02013 | MORAN, I W     | 0:21  |  |
| 02014 | BERGREN, P C   | 1:59  |  |
| 02015 | MICKOW, L J    | 0:11  |  |
| 02016 | TURNER, W L    | 3:27  |  |
| 02017 | WILDE, S J     | 1:43  |  |
| 02018 | BRITTON, K C   | 1:03  |  |
| 02019 | TORRES, S A    | 3:23  |  |

Total Est. Overtime:

30:59

Total Est. Undertime:

0:37

Route Vacancies

| Route | Hours | Planned | Type |
|-------|-------|---------|------|
|-------|-------|---------|------|

Regular/City Route Details

Route: 02011

Total Earned Hrs: 10:22

Office

Street

Street Schedule Information

Base Street Hrs: 04:54

Proj. Leave: 12:17 PM

Proj. Return: 05:09 PM

Carrier: NUGENT JR, D J

Assign...

Remove

Street Pivot/Auxiliary Assistance

Pivot Options:

☒ Section/Duration

☐ Bus/Res

☐ Manual

Pivot...

Street Pivot/Auxiliary Assistance Sections

|   | Assigned To Carrier | Duration | Start Time | End Time | First Address          |
|---|---------------------|----------|------------|----------|------------------------|
| ▶ | KRUSCHEL, M A       | 00:33    | 02:14 PM   | 02:47 PM | 600 LAKE PLUMLEIGH WAY |

Total Assistance: 00:33

Delete Assistance

Help

Close

Current User: RODGER CONFORTI

Current Unit: ALGONQUIN, MAIN POST OFFICE, 6010201

☐ Change Delivery Unit

DOIS

# Delivery Operations Information System (DOIS)

## **Pivot Options Window**

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

The choices include:

- Section/Duration
- Bus/Res
- Manually

## **Section/Duration - Street Pivoting Window**

The Section/Duration mode allows you to create pivot sections of approximately equal length based on a duration of time you choose or you can enter the number of sections desired and the application will determine the length of each section.

## **Delivery Type - Street Pivoting Window**

The Delivery Type mode allows you to create pivot sections based on type. You can specify the classification type, either Business, Residential, or Mixed.

## **Manual - Street Pivoting Window**

The Manual mode allows you to manually create a pivot section. This is completed by selecting a number of pivot plan logical groups and applying the group function.

# Delivery Operations Information System (DOIS)


**Delivery Operations Information System (DOIS)**

File Application Options Window Help

**Workload Status**


**Regular/City Route Details**

**Routes**

| Route | Carrier     |
|-------|-------------|
| 02006 | SCH         |
| 02007 | NOF         |
| 02008 | VIG         |
| 02009 | LIN         |
| 02010 | LEN         |
| 02011 | NUC         |
| 02012 | MIC         |
| 02013 | MOI         |
| 02014 | BEF         |
| 02015 | MIC         |
| 02016 | TUF         |
| 02017 | WIL         |
| 02018 | BRI         |
| 02019 | TORRES, S A |

**Street Pivoting**

Route: 02011
 ☐ Pivot Sections: 
☒ Section Duration:

| Pivot Sections |                   |       |       |       |                     |                      |
|----------------|-------------------|-------|-------|-------|---------------------|----------------------|
|                | Assign to Carrier | Start | End   | Dur   | First Address       | Last Address         |
| ▶              |                   | 10:00 | 11:05 | 01:05 | 1450 E ALGONQUIN RD | 2100 E ALGONQUIN RD  |
|                |                   | 11:05 | 12:19 | 01:14 | 2050 E ALGONQUIN RD | 390 QUARRY LN        |
|                |                   | 12:19 | 01:30 | 01:11 | 370 WINDING CANYON  | 601 LAKE CORNISH WAY |
|                |                   | 01:30 | 02:14 | 00:45 | 591 LAKE CORNISH WA | 590 LAKE PLUMLEIGH W |

Return: 05:09 PM  
  
  
 Address  
 VAY

Total Est. Overtime: **30:59**  
 Total Est. Undertime: **0:37**

| Route Vacancies |       |         |      |
|-----------------|-------|---------|------|
| Route           | Hours | Planned | Type |
|                 |       |         |      |
|                 |       |         |      |
|                 |       |         |      |

Total Assistance: 00:33

Current User: RODGER CONFORTI  
 Current Unit: ALGONQUIN, MAIN POST OFFICE, 6010201  
☐ Change Delivery Unit



# Delivery Operations Information System (DOIS)

## Delivery Operations Information System (DOIS)

File Application Options Window Help

### Workload Status

Routes Other

| Route List/Status |               |       |
|-------------------|---------------|-------|
| Route             | Carrier       | +/-   |
| 04001             | VLCEK, E C    | -1:01 |
| 04014             | BUCCELLI, J M | -1:20 |
| 04017             | LINGAO, F P   | -1:08 |
| 04019             | M&IUBER, J M  | -0:50 |

### Supervisor Workbench

Daily Workload Mgmt Street Mgmt Performance Reports Planning and Scheduling Route and Unit Maint

#### Mail Volumes and Work Hours

☐ Capture Mail Volumes - Manual

☐ Capture Mail Volumes - DCD

#### Workload Management

☐ Create Vacancy - 3971

☐ Regular/City Route Details

### Clocking Discrepancies

Service Date: 04/29/2004

Display

#### Clocking Discrepancies

|   | Employee Name  | Time  | Description                          | LDC | TACS Route | Discrepancy Reason |
|---|----------------|-------|--------------------------------------|-----|------------|--------------------|
| ▶ | ADAMS, S M     | 08:01 | Indeterminable Route                 | 21  | 004104     | Clocking Error     |
|   | ISAACSON, R L  | 15:37 | Unscheduled Street Assignment        | 22  | 004089     | Clocking Error     |
|   | KIEFER, P J    | 10:19 | Unscheduled Miscellaneous Assignment | 27  | 004235     | Clocking Error     |
|   | ROBINZINE, D M | 14:19 | Indeterminable Route                 | 21  | 000000     | Clocking Error     |
|   | ROBINZINE, D M | 16:15 | Indeterminable Route                 | 21  | 000000     | Clocking Error     |
|   | ROBINZINE, D M | 16:34 | Unscheduled Miscellaneous Assignment | 27  | 004225     | Clocking Error     |
|   | SINGH, I       | 16:30 | Unscheduled Miscellaneous Assignment | 27  | 004226     | Clocking Error     |
|   | WILSON, E A    | 07:16 | Unscheduled Office Assignment        | 21  | 004085     | Clocking Error     |

Help

Edit Reason

Close

☐ Change Delivery Unit

DOIS



## Delivery Operations Information System (DOIS)

The Clockring Discrepancy Report shows invalid carrier moves from the previous day. The clockrings are then corrected in TACS and downloaded into DOIS every fifteen minutes.

# Delivery Operations Information System (DOIS)

A Volume Report is available to show the previous days Volume for each Route in the Delivery Unit

## Volume Report

RESTRICTED INFORMATION

Delivery Unit:  
Service Date:  
Service Week: 31  
FY: 2004

| Route          | AM                     |             |                        |             |       | DPS<br>Letter | AM Curtailed         |         |        |         | Total<br>Carried<br>Letters | Total<br>Carried<br>Rate | Sequence Mail |         |       | Total<br>Vol<br>Deliv | PM      |                |               |               |                |               |               |
|----------------|------------------------|-------------|------------------------|-------------|-------|---------------|----------------------|---------|--------|---------|-----------------------------|--------------------------|---------------|---------|-------|-----------------------|---------|----------------|---------------|---------------|----------------|---------------|---------------|
|                | Letters                |             | Rate                   |             | Total |               | Letters              |         | Rate   |         |                             |                          | Avail         | Curtail | Deliv |                       | Letters |                |               | Rate          |                |               |               |
|                | Prior<br>PM<br>Carried | AM<br>Avail | Prior<br>PM<br>Carried | AM<br>Avail |       |               | AM<br>Avail<br>Total | Delayed | Uncomm | Delayed |                             |                          |               |         |       |                       | Uncomm  | PM<br>Received | PM<br>Curtail | PM<br>Carried | PM<br>Received | PM<br>Curtail | PM<br>Carried |
|                |                        |             |                        |             |       |               |                      |         |        |         |                             |                          |               |         |       |                       |         |                |               |               |                |               |               |
| 21001          | 0                      | 205         | 0                      | 448         | 653   | 1,025         | 0                    | 0       | 0      | 0       | 205                         | 448                      | 1             | 0       | 542   | 2,222                 | 0       | 0              | 0             | 0             | 0              | 0             | 0             |
| 21002          | 0                      | 256         | 0                      | 922         | 512   | 322           | 0                    | 0       | 0      | 0       | 256                         | 922                      | 1             | 0       | 432   | 1,322                 | 0       | 0              | 0             | 0             | 0              | 0             | 0             |
| 21003          | 0                      | 902         | 0                      | 542         | 345   | 300           | 0                    | 0       | 0      | 115     | 902                         | 427                      | 1             | 0       | 422   | 2,052                 | 0       | 0              | 0             | 0             | 0              | 0             | 0             |
| 21005          | 0                      | 190         | 0                      | 472         | 662   | 322           | 0                    | 0       | 0      | 0       | 190                         | 472                      | 1             | 0       | 600   | 2,224                 | 0       | 0              | 0             | 0             | 0              | 0             | 0             |
| 21006          | 0                      | 922         | 0                      | 564         | 322   | 1,200         | 0                    | 0       | 0      | 0       | 922                         | 564                      | 1             | 0       | 522   | 2,722                 | 0       | 0              | 0             | 0             | 0              | 0             | 0             |
| 21007          | 0                      | 222         | 0                      | 452         | 751   | 1,222         | 0                    | 0       | 0      | 0       | 222                         | 452                      | 1             | 0       | 521   | 2,974                 | 0       | 0              | 0             | 0             | 0              | 0             | 0             |
| 21008          | 0                      | 842         | 0                      | 474         | 1,125 | 387           | 0                    | 0       | 0      | 0       | 842                         | 474                      | 2             | 452     | 452   | 2,542                 | 0       | 0              | 0             | 0             | 0              | 0             | 0             |
| 21009          | 0                      | 126         | 0                      | 420         | 616   | 1,422         | 0                    | 0       | 0      | 0       | 126                         | 420                      | 1             | 0       | 725   | 2,754                 | 0       | 0              | 0             | 0             | 0              | 0             | 0             |
| 21010          | 0                      | 247         | 0                      | 752         | 1,002 | 1,032         | 0                    | 0       | 0      | 52      | 247                         | 657                      | 1             | 0       | 485   | 2,497                 | 0       | 0              | 0             | 0             | 0              | 0             | 0             |
| 21011          | 0                      | 227         | 0                      | 425         | 722   | 322           | 0                    | 0       | 0      | 0       | 227                         | 425                      | 1             | 0       | 622   | 2,942                 | 0       | 0              | 0             | 0             | 0              | 0             | 0             |
| 21012          | 0                      | 445         | 0                      | 431         | 922   | 272           | 0                    | 0       | 0      | 0       | 445                         | 431                      | 1             | 0       | 222   | 2,204                 | 0       | 0              | 0             | 0             | 0              | 0             | 0             |
| Unit<br>Totals | 0                      | 2,920       | 0                      | 5,428       | 2,772 | 11,531        | 0                    | 0       | 0      | 172     | 2,920                       | 5,252                    | 12            | 452     | 5,721 | 25,922                | 0       | 0              | 0             | 0             | 0              | 0             | 0             |

# Delivery Operations Information System (DOIS)

DOIS Preview Report Window



1 of 1



70%

Total:33

100%

33 of 33

## Route/ Carrier Daily Performance/Analysis Report

Delivery Unit: 0357001  
Service Date: 01/31/2002  
AP - Week: 06 - 1

RESTRICTED INFORMATION

| Carrier Type:<br>U: UAN R: REG T: TE<br>C: CAS T: T-C RT: RTR |                   |      |         | Mail Volumes |       |           |     |        |     | AM Office Assignments |       |       |            |       |       | Street Assignments |       |       |             |       |       | PM Office |      |       | Total Hours |       |       |      |  |
|---------------------------------------------------------------|-------------------|------|---------|--------------|-------|-----------|-----|--------|-----|-----------------------|-------|-------|------------|-------|-------|--------------------|-------|-------|-------------|-------|-------|-----------|------|-------|-------------|-------|-------|------|--|
|                                                               |                   |      |         | Cased        |       | Delivered |     |        |     | Office Hours          |       |       | Leave Time |       |       | Street Hours       |       |       | Return Time |       |       |           |      |       |             |       |       |      |  |
| Rte                                                           | Carrier Name/Type | Assn |         | Ltr          | Flt   | DPS       | Seq | Total  | PP  | Proj                  | Act   | Var   | Proj       | Act   | Var   | Proj               | Act   | Var   | Proj        | Act   | Var   | F/P/M     | Act  | Var   | Proj        | Act   | Var   | OT   |  |
| XXXX                                                          |                   |      |         |              |       |           |     |        |     | 0:00                  | 0:23  | 0:23  |            |       |       | 0:00               | 6:16  | 6:16  |             |       |       | 0:00      | 0:23 | 0:23  | 0:00        | 7:02  | 7:02  |      |  |
|                                                               | BROOKS, E A       | T    | known   |              |       |           |     |        |     | 0:00                  | 0:00  | 0:00  |            |       |       | 0:00               | 6:16  | 6:16  |             |       |       |           |      |       | 0:00        | 6:16  | 6:16  |      |  |
|                                                               | BORRAYO, C C      | C    | known   |              |       |           |     |        |     | 0:00                  | 0:23  | 0:23  |            |       |       | 0:00               | 0:00  | 0:00  |             |       |       |           |      |       | 0:00        | 0:23  | 0:23  |      |  |
| 70001                                                         |                   |      |         | 367          | 288   | 1,177     |     | 1,822  | 10  | 1:23                  | 1:38  | 0:15  |            |       |       | 5:40               | 6:50  | 1:10  |             |       |       | 0:10      | 0:10 | 0:01  | 7:13        | 8:48  | 1:35  | 0:48 |  |
|                                                               | STOCK, A C        | R    | primary |              |       |           |     |        |     | 1:23                  | 1:38  | 0:15  | 08:52      | 09:08 | 0:16  | 5:40               | 6:50  | 1:10  | 15:02       | 16:37 | 1:35  |           | 0:10 |       | 7:13        | 8:48  | 1:35  | 0:48 |  |
| 70002                                                         |                   |      |         | 260          | 403   | 1,737     |     | 2,400  | 10  | 1:31                  | 2:01  | 0:30  |            |       |       | 5:54               | 7:09  | 1:15  |             |       |       | 0:10      | 0:13 | 0:03  | 7:36        | 9:23  | 1:48  | 1:23 |  |
|                                                               | GABORWALT, R P    | R    | primary |              |       |           |     |        |     | 1:31                  | 2:01  | 0:30  | 09:00      | 09:31 | 0:31  | 5:54               | 7:09  | 1:15  | 15:24       | 17:10 | 1:46  |           | 0:13 |       | 7:36        | 9:23  | 1:48  | 1:23 |  |
| 70003                                                         |                   |      |         | 293          | 346   | 1,367     |     | 2,006  | 10  | 1:22                  | 2:10  | 0:40  |            |       |       | 5:57               | 6:47  | 0:50  |             |       |       | 0:10      | 0:14 | 0:05  | 7:28        | 9:11  | 1:43  | 1:11 |  |
|                                                               | ROBERGE, R A      | R    | primary |              |       |           |     |        |     | 1:22                  | 2:10  | 0:40  | 08:51      | 09:40 | 0:40  | 5:57               | 6:47  | 0:50  | 15:18       | 16:56 | 1:38  |           | 0:14 |       | 7:28        | 9:11  | 1:43  | 1:11 |  |
| 70004                                                         |                   |      |         | 106          | 288   | 1,187     |     | 1,671  | 11  | 1:18                  | 1:25  | 0:06  |            |       |       | 6:02               | 0:00  | -6:02 |             |       |       | 0:10      | 0:10 | 0:10  | 7:30        | 1:44  | -5:46 |      |  |
|                                                               | BROOKS, E A       | T    | primary |              |       |           |     |        |     | 1:18                  | 1:25  | 0:06  | 08:47      | 08:54 | 0:07  | 6:02               | 0:00  | -6:02 | 15:20       | 15:40 | 0:20  |           | 0:10 |       | 7:30        | 1:44  | -5:46 |      |  |
| 70005                                                         |                   |      |         | 324          | 288   | 1,337     |     | 1,949  | 6   | 1:20                  | 2:17  | 0:57  |            |       |       | 5:50               | 5:38  | -0:12 |             |       |       | 0:10      | 0:30 | 0:20  | 7:29        | 8:25  | 0:56  | 0:25 |  |
|                                                               | MOFFETT, J D      | R    | primary |              |       |           |     |        |     | 1:20                  | 2:17  | 0:57  | 08:50      | 09:47 | 0:57  | 5:50               | 5:38  | -0:12 | 15:10       | 15:56 | 0:36  |           | 0:30 |       | 7:29        | 8:25  | 0:56  | 0:25 |  |
| 70006                                                         |                   |      |         | 321          | 288   | 1,321     |     | 1,930  | 5   | 1:24                  | 2:04  | 0:40  |            |       |       | 5:34               | 5:30  | -0:04 |             |       |       | 0:10      | 0:26 | 0:16  | 7:08        | 8:00  | 0:52  |      |  |
|                                                               | CASSADY, S M      | F    | primary |              |       |           |     |        |     | 1:24                  | 2:04  | 0:40  | 08:53      | 09:34 | 0:41  | 5:34               | 5:30  | -0:04 | 14:57       | 15:34 | 0:37  |           | 0:26 |       | 7:08        | 8:00  | 0:52  |      |  |
| 70007                                                         |                   |      |         | 322          | 250   | 1,560     |     | 2,150  | 5   | 1:22                  | 1:54  | 0:32  |            |       |       | 5:41               | 6:02  | 0:21  |             |       |       | 0:10      | 0:16 | 0:06  | 7:13        | 8:12  | 0:50  | 0:12 |  |
|                                                               | BEAULIEU, R J     | F    | primary |              |       |           |     |        |     | 1:22                  | 1:54  | 0:32  | 08:51      | 09:24 | 0:33  | 5:41               | 6:02  | 0:21  | 16:02       | 11:50 | -4:03 |           | 0:16 |       | 7:13        | 8:12  | 0:50  | 0:12 |  |
| 70008                                                         |                   |      |         | 154          | 316   | 1,281     |     | 1,751  | 15  | 1:17                  | 1:43  | 0:25  |            |       |       | 6:06               | 6:10  | 0:04  |             |       |       | 0:10      | 0:07 | -0:02 | 7:33        | 8:00  | 0:27  |      |  |
|                                                               | ROSS, D L         | F    | primary |              |       |           |     |        |     | 1:17                  | 1:43  | 0:25  | 08:46      | 08:54 | 0:08  | 6:06               | 6:10  | 0:04  | 15:23       | 15:34 | 0:11  |           | 0:07 |       | 7:33        | 8:00  | 0:27  |      |  |
| 70010                                                         |                   |      |         | 188          | 374   | 1,330     |     | 1,901  | 9   | 1:25                  | 2:11  | 7:46  |            |       |       | 6:04               | 0:00  | -6:04 |             |       |       | 0:10      | 0:01 | -0:09 | 7:38        | 9:11  | 1:34  |      |  |
|                                                               | BORRAYO, C C      | C    | primary |              |       |           |     |        |     | 1:25                  | 2:11  | 7:46  | 08:54      |       | -8:54 | 6:04               | 0:00  | -6:04 | 15:27       |       | 15:27 |           | 0:01 |       | 7:38        | 9:11  | 1:34  |      |  |
| 70011                                                         |                   |      |         | 214          | 316   | 1,402     |     | 2,022  | 10  | 1:25                  | 2:14  | 0:40  |            |       |       | 6:18               | 6:16  | -0:02 |             |       |       | 0:10      | 0:14 | 0:04  | 7:53        | 8:44  | 0:51  |      |  |
|                                                               | POIRIER, D A      | F    | primary |              |       |           |     |        |     | 1:25                  | 2:14  | 0:40  | 08:54      | 09:36 | 0:42  | 6:18               | 6:16  | -0:02 | 15:42       | 16:21 | 0:39  |           | 0:14 |       | 7:53        | 8:44  | 0:51  | 0:44 |  |
|                                                               | Totals            |      |         | 2,620        | 3,166 | 13,807    | 0   | 19,601 | 100 | 13:47                 | 27:01 | 13:13 |            |       |       | 50:16              | 56:47 | -6:31 |             |       |       | 1:36      | 2:30 |       | 74:30       | 86:40 | 12:01 | 4:41 |  |

## Delivery Operations Information System (DOIS)

- **Route Carrier Daily Performance Report**
- This report, which is similar to PS Form 3997, provides delivery unit supervisors with projected and actual hours for the routes in the delivery unit. The projected hours come from the assignments that the delivery unit supervisor makes in DOIS each day. The actual hours come from the clockrings that carriers make at the EBR and any clockring corrections made by the delivery unit supervisor in TACS. The report can be viewed for the previous service day once the clockrings have been loaded into DOIS. The delivery unit supervisors can use the variance columns, which are the difference between the projected and actual hours, to evaluate performance by each carrier.
- This report is available to users for several weeks back from the current service day, by simply scrolling the spinner box back to the desired date.
- It should be noted that actual hours should be verified for data on Saturdays, as corrections can no longer be made after Saturday's close of service week activities.

# Delivery Operations Information System (DOIS)

DOIS Preview Report Window

1 of 1 127% Total:33 100% 33 of 33

| AM Office Assignments |      |      |            |       |      | Street Assignments |      |       |             |       |      | PM Office |      |      | Total Hours |      |       |      |
|-----------------------|------|------|------------|-------|------|--------------------|------|-------|-------------|-------|------|-----------|------|------|-------------|------|-------|------|
| Office Hours          |      |      | Leave Time |       |      | Street Hours       |      |       | Return Time |       |      |           |      |      |             |      |       |      |
| Proj                  | Act  | Var  | Proj       | Act   | Var  | Proj               | Act  | Var   | Proj        | Act   | Var  | F/PM      | Act  | Var  | Proj        | Act  | Var   | OT   |
| 0:00                  | 0:23 | 0:23 |            |       |      | 0:00               | 6:16 | 6:16  |             |       |      | 0:00      | 0:23 | 0:23 | 0:00        | 7:02 | 7:02  |      |
| 0:00                  | 0:00 | 0:00 |            |       |      | 0:00               | 6:16 | 6:16  |             |       |      |           | 0:00 |      | 0:00        | 6:16 | 6:16  |      |
| 0:00                  | 0:23 | 0:23 |            |       |      | 0:00               | 0:00 | 0:00  |             |       |      |           | 0:00 |      | 0:00        | 0:23 | 0:23  |      |
| 1:23                  | 1:38 | 0:15 |            |       |      | 5:40               | 6:59 | 1:19  |             |       |      | 0:10      | 0:10 | 0:01 | 7:13        | 8:48 | 1:35  | 0:48 |
| 1:23                  | 1:38 | 0:15 | 08:52      | 09:08 | 0:16 | 5:40               | 6:59 | 1:19  | 15:02       | 16:37 | 1:35 |           | 0:10 |      | 7:13        | 8:48 | 1:35  | 0:48 |
| 1:31                  | 2:01 | 0:30 |            |       |      | 5:54               | 7:09 | 1:15  |             |       |      | 0:10      | 0:13 | 0:03 | 7:35        | 9:23 | 1:48  | 1:23 |
| 1:31                  | 2:01 | 0:30 | 09:00      | 09:31 | 0:31 | 5:54               | 7:09 | 1:15  | 15:24       | 17:10 | 1:46 |           | 0:13 |      | 7:35        | 9:23 | 1:48  | 1:23 |
| 1:22                  | 2:10 | 0:49 |            |       |      | 5:57               | 6:47 | 0:50  |             |       |      | 0:10      | 0:14 | 0:05 | 7:28        | 9:11 | 1:43  | 1:11 |
| 1:22                  | 2:10 | 0:49 | 08:51      | 09:40 | 0:49 | 5:57               | 6:47 | 0:50  | 15:18       | 16:56 | 1:38 |           | 0:14 |      | 7:28        | 9:11 | 1:43  | 1:11 |
| 1:18                  | 1:25 | 0:06 |            |       |      | 6:02               | 0:00 | -6:02 |             |       |      | 0:10      | 0:19 | 0:10 | 7:30        | 1:44 | -5:46 |      |
| 1:18                  | 1:25 | 0:06 | 08:47      | 08:54 | 0:07 | 6:02               | 0:00 | -6:02 | 15:20       | 15:40 | 0:20 |           | 0:19 |      | 7:30        | 1:44 | -5:46 |      |
| 1:20                  | 2:17 | 0:57 |            |       |      | 5:59               | 5:38 | -0:21 |             |       |      | 0:10      | 0:30 | 0:20 | 7:29        | 8:25 | 0:56  | 0:25 |
| 1:20                  | 2:17 | 0:57 | 08:50      | 09:47 | 0:57 | 5:59               | 5:38 | -0:21 | 15:19       | 15:55 | 0:36 |           | 0:30 |      | 7:29        | 8:25 | 0:56  | 0:25 |
| 1:24                  | 2:04 | 0:40 |            |       |      | 5:34               | 5:30 | -0:04 |             |       |      | 0:10      | 0:26 | 0:16 | 7:08        | 8:00 | 0:52  |      |
| 1:24                  | 2:04 | 0:40 | 08:53      | 09:34 | 0:41 | 5:34               | 5:30 | -0:04 | 14:57       | 15:34 | 0:37 |           | 0:26 |      | 7:08        | 8:00 | 0:52  |      |



## Delivery Operations Information System (DOIS)

- Calculation Example
- If we look at the numbers circled on the report, we see that 1:23 was projected for Office, while the carrier clocked 1:38. This produces a variance of 0:15; the carrier took 15 minutes more than DOIS projected based on the current day's volumes, and the carrier's demonstrated performance on that route.
- If we look at the street portion, 5:40 was projected while the carrier clocked 6:59. Again, the carrier was over the projection that DOIS made available to the supervisor, based on the RBI data (Base Street) for the given route.
- The overall hours show the carrier as being 1:35 over the DOIS projections, and having 8:48 total time clocked.
- *Note:* Please remember that DOIS is a tool built for supervisors to support and help their decision-making – the final decision on work assignments is ALWAYS made by the delivery unit supervisor.

# Delivery Operations Information System (DOIS)

DOIS Preview Report Window



1 of 1+



100%

Total:6

100%

6 of 6

## UNIT DAILY PERFORMANCE REPORT

Delivery Unit: 0357001  
Service Week Begin: 01/26/2002  
Service Week End: 02/01/2002  
AP - Week: 06 1

RESTRICTED INFORMATION

| Day                    | Mail Volumes |       |                  |        | Work Hour Analysis         |             |            |            | LDC21 & LDC22 |              | Productivity Analysis |               | PD's   |               |       |
|------------------------|--------------|-------|------------------|--------|----------------------------|-------------|------------|------------|---------------|--------------|-----------------------|---------------|--------|---------------|-------|
| Saturday<br>01/26/2002 | <u>Cased</u> |       | <u>Delivered</u> |        | <u>Type</u>                | <u>Proj</u> | <u>Act</u> | <u>Var</u> | <u>%Var</u>   | <u>Total</u> |                       | <u>Office</u> |        | <u>Budget</u> |       |
|                        | Ltr          | 5,180 |                  |        | Office - LDC21             | 16:11       | 22:29      | 6:18       | 38.95         | Proj Hrs     | 75:27                 | DEI           | 226.81 |               | 0     |
|                        | Flt          | 2,387 | DPS              | 10,973 | Street - LDC22             | 59:16       | 59:08      | -0:07      | -0.20         | Act Hrs      | 81:38                 | PPH           | 336.46 | Actual        | 5,101 |
|                        | Tota         | 7,567 | Seq              | 0      | Oth City Del - LDC23       | 0:00        | 0:00       |            |               | Bud Hrs      | 0:00                  | Street        |        | % Var         | 0.00  |
|                        |              |       | Total            | 18,540 | SD/Clerk - LDC24           | 0:00        | 0:00       |            |               | Total Var    | 6:11                  | MPD           | 0.70   |               |       |
|                        | Delayed      | 0     | PP               | 186    | Can Out Support - LDC26    | 0:00        | 0:00       |            |               | Budget Var   | 81:38                 | SEI           | 86.25  |               |       |
|                        | Curtallee    | 0     |                  |        | Collection - LDC27         | 0:00        | 0:00       |            |               |              |                       | Total         |        |               |       |
|                        |              |       |                  |        | City Can/Test Dist - LDC28 | 0:00        | 0:00       |            |               | OT Hrs       | 9:02                  | TEI           | 62.49  |               |       |
|                        | Rural Vol    |       |                  |        | Rtr Ofc - LDC29            | 0:00        | 0:00       |            |               | Sick Leave   | 16:00                 | WEI           | -0.08  |               |       |
|                        |              |       |                  |        | Training - LDC92           | 0:00        | 0:00       |            |               |              |                       | OT %          | 11.07  |               |       |
|                        |              |       |                  | Total  |                            | 81:38       |            |            |               |              | S/L %                 | 19.60         |        |               |       |
| Sunday<br>01/27/2002   | <u>Cased</u> |       | <u>Delivered</u> |        | <u>Type</u>                | <u>Proj</u> | <u>Act</u> | <u>Var</u> | <u>%Var</u>   | <u>Total</u> |                       | <u>Office</u> |        | <u>Budget</u> |       |
|                        | Ltr          | 0     |                  |        | Office - LDC21             | 0:00        | 0:00       | 0:00       | 0.00          | Proj Hrs     | 0:00                  | DEI           | 0.00   |               | 0     |
|                        | Flt          | 0     | DPS              | 0      | Street - LDC22             | 0:00        | 0:00       | 0:00       | 0.00          | Act Hrs      | 0:00                  | PPH           | 0.00   | Actual        | 0     |
|                        | Tota         | 0     | Seq              | 0      | Oth City Del - LDC23       | 0:00        | 0:00       |            |               | Bud Hrs      | 0:00                  | Street        |        | % Var         | 0.00  |
|                        |              |       | Total            | 0      | SD/Clerk - LDC24           | 0:00        | 0:00       |            |               | Total Var    | 0:00                  | MPD           | 0.00   |               |       |
|                        | Delayed      | 0     | PP               | 0      | Can Out Support - LDC26    | 0:00        | 0:00       |            |               | Budget Var   | 0:00                  | SEI           | 0.00   |               |       |
|                        | Curtallee    | 0     |                  |        | Collection - LDC27         | 0:00        | 0:00       |            |               |              |                       | Total         |        |               |       |
|                        |              |       |                  |        | City Can/Test Dist - LDC28 | 0:00        | 0:00       |            |               | OT Hrs       | 0:00                  | TEI           | 0.00   |               |       |
|                        | Rural Vol    |       |                  |        | Rtr Ofc - LDC29            | 0:00        | 0:00       |            |               | Sick Leave   | 0:00                  | WEI           | 0.00   |               |       |
|                        |              |       |                  |        | Training - LDC92           | 0:00        | 0:00       |            |               |              |                       | OT %          | 0.00   |               |       |
|                        |              |       |                  | Total  |                            | 0:00        |            |            |               |              | S/L %                 | 0.00          |        |               |       |

## Delivery Operations Information System (DOIS)

- **Unit Daily Performance Report**
- This report offers a view of the unit as a total, in terms of mail volumes cased, curtailed, and delivered. It also offers a picture of the workhours projected and used for the various LDCs, for a given day in a service week, and as a summary for the entire week. Actual hours clocked;
- Variance between actual hours and the projected hours;
- Total mail volumes for the service day;
- Various performance analysis indicators listed in the Productivity Analysis column.

# Delivery Operations Information System (DOIS)

## Workhour Workload Report for one route from 4/15/04 to 04/29/04

### Workhour Workload Report (by Route)

RESTRICTED INFORMATION

Delivery Unit: 6102101  
Date Range: 04/15/2004 - 04/29/2004  
Route: 21001  
Regular Carrier: HELFRICH, R J

| Date  | Carrier       | Office Time |         |         |        |       |         |         |        |        | Street Time |          |          |         |        | Total Time |            |         |       | Volumes         |                  |       |     |    |                |
|-------|---------------|-------------|---------|---------|--------|-------|---------|---------|--------|--------|-------------|----------|----------|---------|--------|------------|------------|---------|-------|-----------------|------------------|-------|-----|----|----------------|
|       |               | Ad AM       | AM Assl | Prod AM | AM Var | Ad PM | PM Assl | Prod PM | PM Var | O EI   | Ad Str      | Str Assl | Prod Str | Str Var | S EI   | Ad Total   | Prod Total | Total I | TEI   | Total Cased Ltr | Total Cased Fill | D PS  | Seq | PP | Total Blud Pcs |
| 04/15 | HELFRICH, R J | 1:57        | 0:00    | 1:30    | 0:27   | 0:06  | 0:00    | 0:05    | 0:01   | 270.24 | 5:14        | 0:00     | 5:38     | -0:24   | 105.72 | 7:17       | 7:13       | 0:04    | 75.98 | 202             | 374              | 1,418 |     | 6  | 1,594          |
| 04/16 | HELFRICH, R J | 2:04        | 0:00    | 2:01    | 0:03   | 0:17  | 0:00    | 0:05    | 0:13   | 235.74 | 5:03        | 0:00     | 5:38     | -0:35   | 105.70 | 7:24       | 7:44       | -0:20   | 74.86 | 153             | 665              | 1,425 |     | 5  | 2,243          |
| 04/17 | HELFRICH, R J | 1:40        | 0:00    | 1:37    | 0:03   | 0:14  | 0:00    | 0:05    | 0:09   | 291.57 | 5:31        | 0:00     | 5:38     | -0:07   | 100.36 | 7:25       | 7:20       | 0:05    | 74.66 | 200             | 438              | 1,338 |     | 3  | 1,976          |
| 04/19 | DOBBSH, M J   | 2:23        | 8:00    | 3:03    | 7:20   | 0:10  | 0:00    | 0:05    | 0:05   | 52.51  | 5:16        | 0:00     | 5:38     | -0:22   | 105.12 | 15:49      | 8:46       | 7:03    | 35.01 | 311             | 907              | 1,664 |     | 12 | 2,882          |
| 04/20 | HELFRICH, R J | 2:11        | 0:00    | 2:04    | 0:07   | 0:14  | 0:00    | 0:05    | 0:10   | 227.58 | 5:14        | 0:00     | 5:38     | -0:24   | 105.72 | 7:40       | 7:47       | -0:07   | 72.22 | 195             | 673              | 1,783 |     | 9  | 2,651          |
| 04/21 | HELFRICH, R J | 2:00        | 0:00    | 1:41    | 0:19   | 0:14  | 0:00    | 0:05    | 0:09   | 248.43 | 5:05        | 0:00     | 5:38     | -0:33   | 105.05 | 7:19       | 7:24       | -0:05   | 75.78 | 209             | 462              | 1,358 |     | 10 | 2,029          |
| 04/22 | LEHMAN, B C   | 1:43        | 0:00    | 1:43    | 0:00   | 0:03  | 0:00    | 0:05    | -0:02  | 314.77 | 5:37        | 0:00     | 5:38     | -0:01   | 98.75  | 7:22       | 7:25       | -0:03   | 75.16 | 192             | 387              | 1,847 |     | 9  | 2,426          |
| 04/23 | HELFRICH, R J | 1:46        | 0:00    | 1:58    | -0:12  | 0:04  | 0:00    | 0:05    | -0:01  | 301.08 | 3:52        | 1:09     | 5:38     | -0:37   | 110.35 | 6:52       | 7:41       | -0:49   | 80.75 | 268             | 580              | 1,611 |     | 5  | 2,459          |
| 04/24 | HELFRICH, R J | 1:58        | 0:00    | 1:40    | 0:18   | 0:19  | 0:00    | 0:05    | 0:14   | 242.58 | 4:24        | 0:47     | 5:38     | -0:27   | 106.74 | 7:28       | 7:23       | 0:05    | 74.16 | 190             | 483              | 1,769 |     | 8  | 2,402          |
| 04/26 | HELFRICH, R J | 2:29        | 0:00    | 2:07    | 0:22   | 0:12  | 0:00    | 0:05    | 0:07   | 206.31 | 5:26        | 0:00     | 5:38     | -0:12   | 102.20 | 8:07       | 7:50       | 0:17    | 68.34 | 308             | 642              | 2,269 |     | 14 | 3,219          |
| 04/27 | HELFRICH, R J | 2:12        | 0:00    | 2:29    | -0:17  | 0:11  | 0:00    | 0:05    | 0:06   | 233.19 | 5:32        | 0:00     | 5:54     | -0:22   | 100.36 | 7:55       | 8:28       | -0:33   | 70.16 | 764             | 558              | 1,086 | 543 | 8  | 2,591          |
| 04/28 | HELFRICH, R J | 1:38        | 0:00    | 1:39    | 0:00   | 0:08  | 0:00    | 0:05    | 0:04   | 311.79 | 5:50        | 0:00     | 5:54     | -0:04   | 95.19  | 7:37       | 7:38       | -0:01   | 72.93 | 205             | 446              | 1,086 | 543 | 19 | 2,289          |
| 04/29 | HELFRICH, R J | 1:58        | 0:00    | 1:51    | 0:06   | 0:13  | 0:00    | 0:05    | 0:08   | 254.58 | 5:39        | 0:00     | 5:38     | 0:01    | 98.23  | 7:50       | 7:34       | 0:16    | 70.88 | 263             | 528              | 1,545 |     | 7  | 2,336          |

| Reg / Repl Averages and Totals | Office Time |         |         |        |       |         |         |        |        | Street Time |          |          |         |        | Total Time |            |           |       | Volumes         |                  |        |       |     |                |
|--------------------------------|-------------|---------|---------|--------|-------|---------|---------|--------|--------|-------------|----------|----------|---------|--------|------------|------------|-----------|-------|-----------------|------------------|--------|-------|-----|----------------|
|                                | Ad AM       | AM Assl | Prod AM | AM Var | Ad PM | PM Assl | Prod PM | PM Var | O EI   | Ad Str      | Str Assl | Prod Str | Str Var | S EI   | Ad Total   | Prod Total | Total Var | TEI   | Total Cased Ltr | Total Cased Fill | D PS   | Seq   | PP  | Total Blud Pcs |
| Regular Averages               | 1:59        | 0:00    | 1:52    | 0:07   | 0:12  | 0:00    | 0:05    | 0:07   | 252.92 | 5:10        | 0:11     | 5:41     | -0:20   | 103.74 | 7:32       | 7:38       | -0:06     | 73.57 | 265             | 535              | 1,518  | 59    | 9   | 2,417          |
| Repl Averages                  | 2:03        | 4:00    | 2:23    | 3:40   | 0:07  | 0:00    | 0:05    | 0:02   | 90.01  | 5:26        | 0:00     | 5:38     | -0:12   | 101.84 | 11:36      | 8:06       | 3:30      | 47.78 | 252             | 647              | 1,756  | 0     | 10  | 2,654          |
| Regular Totals                 | 21:53       | 0:00    | 20:37   | 1:16   | 2:13  | 0:00    | 0:53    | 1:20   |        | 56:50       | 1:56     | 62:31    | -3:44   |        | 82:53      | 84:01      | -1:07     |       | 2,917           | 5,889            | 16,697 | 1,086 | 94  | 26,589         |
| Repl Totals                    | 4:05        | 8:00    | 4:46    | 7:20   | 0:13  | 0:00    | 0:10    | 0:04   |        | 10:53       | 0:00     | 11:16    | -0:23   |        | 23:11      | 16:11      | 7:00      |       | 503             | 1,294            | 3,511  | 0     | 21  | 5,308          |
| Route Totals                   | 25:58       | 8:00    | 25:23   | 8:36   | 2:26  | 0:00    | 1:02    | 1:24   |        | 67:43       | 1:56     | 73:47    | -4:07   |        | 106:05     | 100:12     | 5:53      |       | 3,420           | 7,183            | 20,208 | 1,086 | 115 | 31,897         |

| Base Information |      |        |     |        |   |               |    |                |      |           |       |            |       |           |       | Fixed Office Time |       |      |
|------------------|------|--------|-----|--------|---|---------------|----|----------------|------|-----------|-------|------------|-------|-----------|-------|-------------------|-------|------|
| Office           | 2:33 | AM Lbs | 558 | PM Lbs | 0 | Base % to Std | 83 | Base Parcels   | 12   | Dly Begin | 07:00 | Dly Return | 15:36 | Sat Begin | 07:00 | Sat Return        | 15:36 | 0:40 |
| Street           | 5:38 | AM Fts | 756 | PM Fts | 0 | DPS %         | 75 | Base Rtr Hours | 0:00 | Dly Leave | 09:28 | Dly End    | 15:41 | Sat Leave | 09:28 | Sat End           | 15:41 |      |

## Delivery Operations Information System (DOIS)

- **Managed Service Points in DOIS**
- **MSP Base Information**
- **Daily MSP Reports Available in DOIS**
  - Daily Missed Scan Report
  - MSP Overview Report
  - Daily MSP Carrier Report
  - Daily MSP Route Report



# Delivery Operations Information System (DOIS)

**Delivery Operations Information System (DOIS)**

File Application Options Window Help

**Workload Status** **Supervisor Workbench**

**MSP Base Information Maintenance**

Route Number:

| Managed Service Points |                     |                |            |                |                       |  |
|------------------------|---------------------|----------------|------------|----------------|-----------------------|--|
| Type                   | Address             | Label Location | Sched Time | Sched Interval | Saturday Non-Delivery |  |
| Hot Case               |                     | Hot Case       | 9:22 AM    | 0:00           | N                     |  |
| Depart to Route        |                     | Out Door       | 9:22 AM    | 0:00           | N                     |  |
| First Delivery         | 8601 S KOMENSKY AVE | Box Lid        | 10:51 AM   | 1:29           | N                     |  |
| Address                | 8558 S KOMENSKY AVE | Box Lid        | 11:04 AM   | 0:13           | N                     |  |
| Address                | 8558 S KARLOV AVE   | Box Lid        | 11:58 AM   | 0:54           | N                     |  |
| Address                | 8600 S KEDVALE AVE  | Box Lid        | 1:26 PM    | 1:29           | N                     |  |
| Address                | 8558 S KEELER AVE   | Box Lid        | 2:16 PM    | 0:50           | N                     |  |
| Address                | 8601 S KEELER AVE   | Box Lid        | 2:38 PM    | 0:22           | N                     |  |
| Address                | 8557 S TRIPP AVE    | Box Lid        | 2:39 PM    | 0:01           | N                     |  |
| Address                | 8556 S TRIPP AVE    | Box Lid        | 3:02 PM    | 0:23           | N                     |  |
| Last Delivery          | 8559 S KILDARE AVE  | Box Lid        | 3:55 PM    | 0:53           | N                     |  |
| Return to Office       |                     | In Door        | 3:25 PM    | -0:29          | N                     |  |

RESTRICTED INFORMATION

Start | | | | | | | | | 8:57 AM

## Delivery Operations Information System (DOIS)

- **MSP Base Information Maintenance**
- The MSP Base Information Maintenance window is used to view the base information associated with the MSPs that exist on a given route. Information includes the Type, Address, Location, Scheduled Time, Scheduled Interval, and Saturday Non-Delivery Indicator. The window is also used to add, edit or delete MSPs for the route selected
- Notice that the scheduled Hot Case and Depart to route are the same and there is a negative number for the scheduled interval from last delivery and return to office. DOIS uses the data from the carrier's schedule, the most current full 3999 times and the current pivot plan.

## Delivery Operations Information System (DOIS)

- **MSP Base Information Maintenance cont'd.**
- **When ever there is a change in the route due to a route adjustment or a change in the carriers delivery pattern a new 3999 must be completed. After the new 3999 time is established a new pivot plan must be created in DOIS.**
- **Changes in carriers starting times will also effect MSP times. If new starting times are put into place the carriers daily schedule in DOIS must be updated.**

# Delivery Operations Information System (DOIS)

**DOIS Preview Report Window**

1 of 1    75%    Total:14    100%    14 of 14

## Daily Missed Scan Report

Delivery Unit: 6010401  
 Service Date: 11/25/2003  
 Service Week: 9

RESTRICTED INFORMATION

| Route  | Assigned Carrier | Office Scans   |              |                 | Street Scans   |              |                 |
|--------|------------------|----------------|--------------|-----------------|----------------|--------------|-----------------|
|        |                  | Possible Scans | Missed Scans | Scan Percentage | Possible Scans | Missed Scans | Scan Percentage |
| 04001  | WHITE, M S       | 3              | 0            | 100             | 9              | 0            | 100             |
| 04002  | GONZALEZ, J A    | 3              | 0            | 100             | 9              | 0            | 100             |
| 04003  | BEAN, V A        | 3              | 2            | 33              | 7              | 0            | 100             |
| 04004  | JACKSON, R       | 3              | 0            | 100             | 9              | 4            | 56              |
| 04005  | ALLEN, A L       | 3              | 0            | 100             | 9              | 1            | 89              |
| 04007  | GRIGGS, J A      | 3              | 0            | 100             | 9              | 2            | 78              |
| 04008  | MULTIPLE         | 3              | 3            | 0               | 7              | 6            | 14              |
| 04009  | CRAMER, C J      | 3              | 0            | 100             | 8              | 0            | 100             |
| 04010  | LINDSEY, J T     | 3              | 1            | 67              | 9              | 0            | 100             |
| 04011  | JEFFRIES, N      | 3              | 0            | 100             | 9              | 0            | 100             |
| 04012  | HEGARTY, E M     | 3              | 0            | 100             | 9              | 0            | 100             |
| 04013  | WHEAT, C D       | 3              | 0            | 100             | 7              | 6            | 14              |
| 04016  | GILIO, J A       | 3              | 0            | 100             | 5              | 0            | 100             |
| TOTALS |                  | 39             | 6            | 85              | 105            | 19           | 82              |

Start    Delivery Operations Infor...    DOIS Preview Report ...    9:08 AM

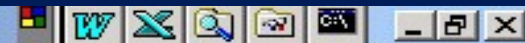
## Delivery Operations Information System (DOIS)

- The Daily Missed scan report shows the number of MSP Scans possible. Missed, and the percentage of scans made for the date(s) chosen.



# Delivery Operations Information System (DOIS)

DOIS Preview Report Window



1 of 1+ 70% Total:158 100% 158 of 158

## MSP Carrier Report

RESTRICTED INFORMATION

Delivery Unit: 6010401  
Service Date: 11/26/2003  
Service Week: 9

| Carrier    | Route | Type             | Address          | Scan Time |       |       |              | Interval  |      |                  | Keyed |
|------------|-------|------------------|------------------|-----------|-------|-------|--------------|-----------|------|------------------|-------|
|            |       |                  |                  | Adj Sched | Sched | Act   | Var to Sched | Adj Sched | Act  | Var to Adj Sched |       |
| ALLEN, A L | 04005 | HotCase          |                  | 8:36      | 8:32  | 9:11  | 0:40         |           |      |                  |       |
|            | 04005 | Depart to Route  |                  | 8:46      | 8:39  | 9:33  | 0:54         | 0:07      | 0:22 | 0:14             | Y     |
|            | 04005 | First Delivery   | 3101 JACKSON ST  | 9:26      | 9:20  | 13:16 | 3:56         | 0:40      | 1:16 | 0:36             |       |
|            | 04005 | Address          | 1100 RICE AVE    | 13:14     | 12:04 | 12:00 | -0:04        | 3:48      | 0:06 | -3:42            |       |
|            | 04005 | Address          | 1001 RICE AVE    | 13:34     | 12:24 | 11:54 | -0:30        | 0:20      | 0:16 | -0:05            |       |
|            | 04005 | Address          | 1004 LINDEN AVE  | 14:09     | 12:59 | 11:38 | -1:20        | 0:35      | 0:25 | -0:10            |       |
|            | 04005 | Address          | 1101 LINDEN AVE  | 14:28     | 13:18 | 11:02 | -2:16        | 0:19      | 0:22 | 0:03             |       |
|            | 04005 | Address          | 1100 LINDEN AVE  | 14:50     | 13:40 | 11:14 | -2:26        | 0:22      | 0:12 | -0:10            |       |
|            | 04005 | Address          | 1134 BOHLAND AVE | 15:05     | 13:55 | 10:40 | -3:16        | 0:15      | 0:56 | 0:41             |       |
|            | 04005 | Address          | 1004 BOHLAND AVE | 15:37     | 14:27 |       |              | 0:32      |      |                  |       |
|            | 04005 | Last Delivery    | 3616 JACKSON ST  | 15:41     | 14:31 | 9:43  | -4:48        | 0:04      | 0:10 | 0:06             |       |
|            | 04005 | Return to Office |                  | 16:18     | 15:38 | 15:51 | 0:13         | 0:37      | 2:35 | 1:58             |       |
| BEAN, V A  | 04003 | HotCase          |                  | 9:20      | 9:00  | 9:05  | 0:05         |           |      |                  |       |
|            | 04003 | Depart to Route  |                  | 9:28      | 9:08  |       |              | 0:08      |      |                  |       |
|            | 04003 | First Delivery   | 1100 22ND AVE    | 10:17     | 9:57  | 11:56 | 1:59         | 0:49      | 0:25 | -0:24            |       |
|            | 04003 | Address          | 940 22ND AVE     | 11:06     | 10:46 | 11:31 | 0:45         | 0:49      | 2:26 | 1:37             |       |
|            | 04003 | Address          | 1101 23RD AVE    | 12:01     | 11:41 | 12:22 | 0:41         | 0:55      | 0:26 | -0:29            |       |
|            | 04003 | Address          | 921 25TH AVE     | 13:05     | 12:45 | 12:55 | 0:10         | 1:04      | 0:34 | -0:31            |       |

Start



Delivery Operations Infor...

DOIS Preview Report ...



9:07 AM

## Delivery Operations Information System (DOIS)

- **MSP Carrier Report**
- This report assists supervisors to evaluate time of day delivery and street performance at the carrier level for a single service date. The MSP Carrier Report allows supervisors to compare scheduled information to actual performance data for every scan point assigned to or scanned by the selected carrier(s). The following fields are displayed on the report: Carrier Name, Route Number, MSP Type, Address, Scan Time (Adjusted Scheduled, Scheduled, Actual, and Variance), Interval (Adjusted Scheduled, Actual, and Variance), and Keyed Entry.

The performance data is divided into three (3) groups, Time of Day Delivery, Street Performance, and Keyed Entry. Time of day delivery data includes all scan time information: Adjusted Scheduled, Scheduled, Actual, and Variance. Street performance data includes all interval information: Adjusted Scheduled, Actual, and Variance. Lastly, the Keyed Entry data indicates whether the street scan point was manually entered rather than scanned. The report can be printed for previous service dates.

# Delivery Operations Information System (DOIS)

**DOIS Preview Report Window**

1 of 1+    70%    Total:159    100%    159 of 159

**Daily MSP Route Report** RESTRICTED INFORMATION

Delivery Unit: 6010401  
 Service Date: 11/25/2003  
 Service Week: 9

| Route | Type             | Address                     | Carrier       | Scan Time |       |       | Keyed Entry |
|-------|------------------|-----------------------------|---------------|-----------|-------|-------|-------------|
|       |                  |                             |               | Sched     | Act   | Var   |             |
| 04001 | HotCase          |                             | WHITE, M S    | 8:51      | 9:51  | 1:00  |             |
|       | Depart to Route  |                             | WHITE, M S    | 9:01      | 10:16 | 1:16  |             |
|       | First Delivery   | 235 29TH AVE APT 2          | WHITE, M S    | 9:46      | 12:56 | 3:11  |             |
|       | Address          | 200 28TH AVE APT 1          | WHITE, M S    | 9:53      | 13:03 | 3:10  |             |
|       | Address          | 201 26TH AVE APT 1N         | WHITE, M S    | 10:26     | 13:32 | 3:07  |             |
|       | Address          | 2501 SAINT CHARLES RD       | WHITE, M S    | 10:56     | 14:04 | 3:07  |             |
|       | Address          | 310 25TH AVE APT 1          | WHITE, M S    | 11:09     | 14:14 | 3:05  |             |
|       | Address          | 2216 SAINT CHARLES RD APT 1 | WHITE, M S    | 12:17     | 15:53 | 3:36  |             |
|       | Address          | 401 22ND AVE                | WHITE, M S    | 12:50     | 11:08 | -1:43 |             |
|       | Address          | 350 23RD AVE APT 1          | WHITE, M S    | 13:22     | 11:40 | -1:43 |             |
|       | Last Delivery    | 349 24TH AVE                | WHITE, M S    | 14:05     | 12:18 | -1:48 |             |
|       | Return to Office |                             | WHITE, M S    | 14:54     | 17:34 | 2:40  |             |
| 04002 | HotCase          |                             | GONZALEZ, J A | 9:25      | 9:49  | 0:23  |             |
|       | Depart to Route  |                             | GONZALEZ, J A | 9:31      | 10:31 | 1:01  |             |
|       | First Delivery   | 2800 MORREL AVE             | GONZALEZ, J A | 9:32      | 10:40 | 1:08  |             |
|       | Address          | 646 24TH AVE                | GONZALEZ, J A | 10:59     | 11:58 | 0:58  |             |
|       | Address          | 3117 SAINT CHARLES RD       | GONZALEZ, J A | 11:44     | 12:43 | 0:58  |             |
|       | Address          | 235 32ND AVE                | GONZALEZ, J A | 12:26     | 13:13 | 0:47  |             |
|       | Address          | 219 EASTERN AVE             | GONZALEZ, J A | 12:29     | 13:16 | 0:47  |             |
|       | Address          | 220 RICE AVE                | GONZALEZ, J A | 12:55     | 13:39 | 0:44  |             |
|       | Address          | 221 RICE AVE                | GONZALEZ, J A | 13:07     | 13:49 | 0:42  |             |
|       | Address          | 3721 BUTTERFIELD RD         | GONZALEZ, J A | 13:52     | 14:34 | 0:41  |             |
|       | Last Delivery    | 353 BELWOOD AVE             | GONZALEZ, J A | 14:50     | 15:25 | 0:36  |             |
|       | Return to Office |                             | GONZALEZ, J A | 15:24     | 15:38 | 0:14  |             |
| 04003 | HotCase          |                             | BEAN, V A     | 9:00      | 9:05  | 0:05  |             |
|       | Depart to Route  |                             | BEAN, V A     | 9:08      |       |       |             |
|       | First Delivery   | 1100 22ND AVE               | BEAN, V A     | 9:57      | 11:56 | 1:59  |             |
|       | Address          | 940 22ND AVE                | BEAN, V A     | 10:45     | 11:31 | 0:45  |             |
|       | Address          | 1101 23RD AVE               | BEAN, V A     | 11:41     | 12:22 | 0:41  |             |

GENERATED BY: BORDER CONSORTIUM

Start    Delivery Operations Infor...    DOIS Preview Report ...    9:06 AM

## Delivery Operations Information System (DOIS)

### ■ MSP Route Report

This report assists supervisors to evaluate the time of day delivery performance of a route, or all routes, within a delivery unit. The Route MSP Report compares scheduled information to actual performance data for every scan point on a route. The following eight (8) fields are displayed for every route: Route Number, MSP Type, Carrier Name, Address, Scheduled Scan Time, Actual Scan Time, Scan Time Variance, and a Keyed Entry Indicator. The report can be printed for a selected service date or week.

# Delivery Operations Information System (DOIS)

DOIS Preview Report Window

1 of 1

75%

Total:16

100%

16 of 16

## Daily MSP Route Report

RESTRICTED INFORMATION

Delivery Unit: 6013901  
Service Date: 11/25/2003  
Service Week: 9

| Route | Type             | Address                 | Carrier      | Scan Time |       |      | Keyed Entry |
|-------|------------------|-------------------------|--------------|-----------|-------|------|-------------|
|       |                  |                         |              | Sched     | Act   | Var  |             |
| 39043 | HotCase          |                         | JIMENEZ, J L | 9:09      | 10:34 | 1:25 |             |
|       | Depart to Route  |                         | JIMENEZ, J L | 9:23      | 11:14 | 1:51 |             |
|       | First Delivery   | 321 NORTH AVE           | JIMENEZ, J L | 11:10     | 11:14 | 0:05 |             |
|       | Address          | 785 NORTH AVE           | JIMENEZ, J L | 11:51     | 12:05 | 0:14 |             |
|       | Address          | 285 SHOREWOOD DR APT 3B | CATER, KJ    | 13:55     |       |      |             |
|       |                  |                         | JIMENEZ, J L |           | 15:28 | 1:34 |             |
|       | Address          | 267 SHOREWOOD DR APT 2D | CATER, KJ    | 14:00     |       |      |             |
|       |                  |                         | JIMENEZ, J L |           | 15:34 | 1:34 |             |
|       | Address          | 252 SHOREWOOD DR APT 2D | CATER, KJ    | 14:23     |       |      |             |
|       |                  |                         | JIMENEZ, J L |           | 16:16 | 1:53 |             |
|       | Address          | 234 SHOREWOOD DR APT 2D | JIMENEZ, J L | 14:52     | 16:50 | 1:58 |             |
|       | Address          | 1009 GREENBRIAR DR      | JIMENEZ, J L | 15:28     |       |      |             |
|       |                  |                         | TSENG, H     |           | 17:07 | 1:40 |             |
|       | Last Delivery    | 1102 COVENTRY CIR       | JIMENEZ, J L | 16:44     |       |      |             |
|       |                  |                         | CATER, KJ    |           | 17:40 | 0:56 |             |
|       | Return to Office |                         | JIMENEZ, J L | 15:21     | 17:02 | 1:41 |             |



## Delivery Operations Information System (DOIS)

- When a supervisor fails to assign a pivot correctly or when a carrier delivers to an MSP point that was not assigned to them in DOIS multiple carriers will show up on the route with the assigned carrier missing the scan point and the carrier scanning the point as having no scheduled time.

# Delivery Operations Information System (DOIS)

## Daily MSP Route Report

RESTRICTED INFORMATION

Delivery Unit:

Service Date:

Service Week: 31

| Route | Type             | Address                 | Carrier     | Scan Time |       |       | Keyed Entry |
|-------|------------------|-------------------------|-------------|-----------|-------|-------|-------------|
|       |                  |                         |             | Sched     | Act   | Var   |             |
| 01048 | HotCase          |                         | MURRAY, J D | 9:40      |       |       |             |
|       | Depart to Route  |                         | MURRAY, J D | 9:52      |       |       |             |
|       | First Delivery   | 1930 RIDGE AVE APT D107 | MURRAY, J D | 10:04     |       |       |             |
|       | Address          | 2050 RIDGE AVE APT 1S   | MURRAY, J D | 11:09     | 14:02 | 2:53  |             |
|       | Address          | 1100 GARNETT PL APT 2   | MURRAY, J D | 11:50     | 16:10 | 4:20  | Y           |
|       | Address          | 1013 GARNETT PL APT 1   | MURRAY, J D | 12:31     | 16:52 | 4:21  | Y           |
|       | Address          | 2002 PRATT CT APT 1     | MURRAY, J D | 13:48     | 17:04 | 3:16  |             |
|       | Address          | 1326 ROSALIE ST         | MURRAY, J D | 14:34     | 14:55 | 0:21  | Y           |
|       | Address          | 1405 CENTRAL ST APT 110 | MURRAY, J D | 15:17     | 14:22 | -0:55 | Y           |
|       | Last Delivery    | 1422 CENTRAL ST         | MURRAY, J D | 15:59     | 14:37 | -1:22 | Y           |
|       | Return to Office |                         | MURRAY, J D | 16:04     |       |       |             |

## Delivery Operations Information System (DOIS)

When a carrier manually puts any MSP data into a collection device a Y is placed in the keyed entry column of the Daily MSP Report.

## Delivery Operations Information System (DOIS)

| Column Name  | Functional Description                                                                                                                                                                                                                                                                        | Calculation                                            |
|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|
| Route        | 5-digit route number associated with the MSP.                                                                                                                                                                                                                                                 | Last 2 digits of route ZIP code + route number         |
| MSP          | Indicates the MSP type of the scan point. The six (6) MSP Types are Hot Case, Depart to Route, First Delivery, Additional, Last Delivery and Return to Office.                                                                                                                                | N/A                                                    |
| Carrier Name | <p>Name of the carrier assigned to the MSP. If the assigned carrier differs from the carrier who actually scanned the MSP, then both carrier names will be displayed.</p> <p><i>NOTE:</i> If the carrier is not stored in DOIS, then 'UNKNOWN' is displayed in place of the carrier name.</p> | Last Name [comma] First Initial [space] Middle Initial |
| Address      | <p>Address of the scan point, if applicable.</p> <p><i>Note:</i> Address is not applicable to the following three (3) MSP Types: Hot Case, Depart to Route, and Return to Office. A blank address is displayed in these instances.</p>                                                        | N/A                                                    |

## Delivery Operations Information System (DOIS)

|                     |                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                    |
|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Scheduled Scan Time | Scheduled scan time associated with the MSP.                                                                                                                                                                                                                                      | $\frac{((\text{Duration of Sector Segment from most current 3999}) / (\text{Number of Delivery Points on the Sector Segment})) * (\text{Sequence number of delivery point on Sector Segment})}{1}$ |
| Act Scan Time       | Time when the carrier scanned the MSP.                                                                                                                                                                                                                                            | N/A                                                                                                                                                                                                |
| Var                 | <p>Variance between the actual scan time and the scheduled scan time.</p> <p><i>Note:</i> A positive number denotes that the actual scan time was later than the scheduled scan time; a negative number denotes that the actual scan time was before the scheduled scan time.</p> | Actual Scan Time – Scheduled Scan Time                                                                                                                                                             |
| Keyed Entry         | Indicates whether the MSP was manually entered rather than scanned. The letter 'Y' in this column represents a keyed entry.                                                                                                                                                       | N/A                                                                                                                                                                                                |



# Delivery Operations Information System (DOIS)

DOIS Preview Report Window

1 of 1

70%

Total:14

100%

14 of 14

## Daily MSP Overview Report

RESTRICTED INFORMATION

Delivery Unit: 6010401  
Service Date: 11/25/2003  
Service Week: 9

| Route  | Carrier         | Act On-Time<br>Scan % | Load Time |      |       | Travel To Time |       |       | Travel From Time |       |       | Total Street Time |       |        | Keyed<br>Entry |
|--------|-----------------|-----------------------|-----------|------|-------|----------------|-------|-------|------------------|-------|-------|-------------------|-------|--------|----------------|
|        |                 |                       | Sched     | Act  | Var   | Sched          | Act   | Var   | Sched            | Act   | Var   | Sched             | Act   | Var    |                |
| 04001  | WHITE, M S      | 0%                    | 0:10      | 0:25 | 0:16  | 0:45           | 2:40  | 1:55  | 0:48             | 5:16  | 4:28  | 6:03              | 7:43  | 1:40   |                |
| 04002  | GONZALEZ, J A   | 89%                   | 0:05      | 0:43 | 0:37  | 0:01           | 0:08  | 0:07  | 0:34             | 0:12  | -0:22 | 5:59              | 5:49  | -0:10  |                |
| 04003  | BEAN, V A       | 86%                   | 0:08      |      |       | 0:49           |       |       | 0:37             |       |       | 6:13              |       |        |                |
| 04004  | JACKSON, R      | 20%                   | 0:10      | 0:22 | 0:13  | 0:12           | 0:30  | 0:18  | 0:36             | 3:49  | 3:11  | 6:36              | 4:56  | -1:41  |                |
| 04005  | ALLEN, A L      | 25%                   | 0:07      | 0:22 | 0:14  | 0:41           | 3:43  | 3:02  | 1:07             | 6:08  | 5:01  | 7:06              | 6:40  | -0:26  |                |
| 04007  | GRIGGS, J A     | 0%                    | 0:06      | 0:00 | -0:06 | 0:23           | 0:50  | 0:28  | 0:32             | 0:47  | 0:15  | 6:08              | 6:09  | 0:01   |                |
| 04008  | MULTIPLE        | 0%                    | 0:09      |      |       | 2:07           |       |       | 0:36             |       |       | 6:19              |       |        |                |
| 04009  | CRAMER, C J     | 100%                  | 0:11      | 0:24 | 0:13  | 0:11           | 0:23  | 0:11  | 1:20             | 0:48  | -0:32 | 6:32              | 6:28  | -0:04  |                |
| 04010  | LINDSEY JR, J T | 22%                   | 0:14      |      |       | 0:04           | 0:07  | 0:02  | 0:36             | 1:28  | 0:52  | 6:14              |       |        |                |
| 04011  | JEFFRIES, N     | 56%                   | 0:09      | 1:04 | 0:55  | 0:11           | 0:47  | 0:36  | 0:21             | 1:36  | 1:15  | 6:12              | 8:25  | 2:13   |                |
| 04012  | HOGARTY, E M    | 100%                  | 0:19      | 0:25 | 0:07  | 0:09           | 0:13  | 0:04  | 0:17             | 0:16  | -0:02 | 6:33              | 5:51  | -0:42  |                |
| 04013  | WHEAT, C D      | 100%                  | 0:11      | 0:00 | -0:11 | 0:23           | 1:14  | 0:50  | 0:07             |       |       | 6:07              | 9:41  | 3:34   |                |
| 04016  | GILIO, J A      | 100%                  | 0:14      | 0:02 | -0:11 | 2:10           | 1:47  | -0:23 | 0:09             | 0:15  | 0:06  | 5:46              | 5:18  | -0:28  |                |
| Totals |                 | 54%                   | 2:11      | 3:47 | 1:36  | 8:07           | 12:22 | 4:16  | 7:43             | 20:34 | 12:52 | 81:50             | 67:00 | -14:50 |                |

Start

Delivery Operations Infor...

DOIS Preview Report ...

9:02 AM

## Delivery Operations Information System (DOIS)

| Column Name        | Functional Description                                                                                                                                                                                                                      | Calculation                                                                                                                                                                                                    |
|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Route              | 5-digit route number associated with the MSP.                                                                                                                                                                                               | Last 2 digits of route ZIP code + route number                                                                                                                                                                 |
| Carrier Name       | Name of the carrier that scanned the MSPs on the route. NOTE: If the carrier is not stored in DOIS, then 'UNKNOWN' is displayed in place of the carrier name. If multiple carriers scanned MSPs on one route, then 'MULTIPLE' is displayed. | Last Name [comma] First Initial [space] Middle Initial                                                                                                                                                         |
| Act On-Time Scan % | The percentage of MSPs with actual scan times that fall within the threshold range of scheduled scan times.                                                                                                                                 | $\left( \frac{\text{Number of street scan points in the route with actual scan times within threshold range of scheduled scan times}}{\text{Total number of street scan points in the route}} \right) * 100\%$ |
| Sched Load Time    | Time between the Depart to Route and the Hotcase scheduled scan times.                                                                                                                                                                      | Depart to Route scheduled scan time – Hotcase scheduled scan time                                                                                                                                              |
| Act Load Time      | Time between the Depart to Route and the Hotcase actual scan times.                                                                                                                                                                         | Depart to Route actual scan time – Hotcase actual scan time                                                                                                                                                    |
| Load Time Var      | Variance between the Actual Load Time and the Scheduled Load Time.                                                                                                                                                                          | Actual Load Time – Scheduled Load Time                                                                                                                                                                         |

| Delivery Operations Information System (DOIS) |                                                                                                                             |                                                                          |
|-----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| Sched Travel To Time                          | Time between the First Delivery and the Depart to Route scheduled scan times.                                               | First Delivery scheduled scan time – Depart to Route scheduled scan time |
| Act Travel To Time                            | Time between the First Delivery and the Depart to Route actual scan times.                                                  | First Delivery actual scan time – Depart to Route actual scan time       |
| Travel To Var                                 | Variance between the Actual Travel To Time and the Scheduled Travel To Time.                                                | Actual Travel To Time – Scheduled Travel To Time                         |
| Sched Travel From Time                        | Time between the Return to Office and the Last Delivery scheduled scan times.                                               | Return to Office scheduled scan time – Last Delivery scheduled scan time |
| Act Travel From Time                          | Time between the Return to Office and the Last Delivery actual scan times.                                                  | Return to Office actual scan time – Last Delivery actual scan time       |
| Travel From Var                               | Variance between the Actual Travel From Time and the Scheduled Travel From Time.                                            | Actual Travel From Time – Scheduled Travel From Time                     |
| Sched Total Street Time                       | Time between the Return to Office and the Hotcase scheduled scan times.                                                     | Return to Office scheduled scan time – Hotcase scheduled scan time       |
| Actual Total Street Time                      | Time between the Return to Office and the Hotcase actual scan times.                                                        | Return to Office actual scan time – Hotcase actual scan time             |
| Total Street Time Var                         | Variance between the Actual Total Street Time and the Scheduled Total Street Time.                                          | Actual Total Street Time – Scheduled Total Street Time                   |
| Keyed Entry                                   | Indicates whether the MSP was manually entered rather than scanned. The letter ‘Y’ in this column represents a keyed entry. | N/A                                                                      |

# Delivery Operations Information System (DOIS)

**Delivery Operations Information System (DOIS)**

File Application Options Window Help

**Workload Status**

Routes | Other

| Route List/Status |                |       |
|-------------------|----------------|-------|
| Route             | Carrier        | +/-   |
| 52001             | SPATES, P T    | 1:45  |
| 52007             | JONES, T M     | 0:40  |
| 52008             | WHITE, N M     | -4:19 |
| 52011             | COTTON, D L    | 0:55  |
| 52012             | MILLER JR, J K | -0:31 |
| 52020             | FELTON, J T    | -0:26 |
| 52022             | STEWART, J E   | 2:32  |
| 52023             | THURMAN, K     | -0:16 |
| 52024             | LOGAN, V V     | -0:18 |
| 52028             | DANIELS, M A   | -0:26 |
| 52029             | JOHNSON, B     | 0:50  |
| 52031             | GEANS, S N     | 0:51  |
| 52034             | COHNS, C A     | 2:02  |
| 52035             |                | 0:49  |

Total Est. Overtime: **10:23**

Total Est. Undertime: **6:16**

| Route Vacancies |       |         |      |
|-----------------|-------|---------|------|
| Route           | Hours | Planned | Type |
| 52008           | 3:34  |         | STR  |
| 52010           | 4:44  |         | STR  |
| 52035           | 8:15  | N       | ALL  |

**Supervisor Workbench**

Daily Workload Mgmt | Street Mgmt | Performance Reports | Planning and Scheduling | Route and Unit Maint

Individual Performance Reports

☐ Individual Weekly Performance Report

☐ Individual Weekly Miscellaneous Routes Performance Report

☐ Individual Weekly Performance Bar Graph

Unit Performance Reports

☐ Route/Carrier Daily Performance Report

☐ Misc Route/Carrier Daily Performance Report

☐ Unit Daily Performance Report

**Workhour/Workload Report**

Date From: 11/27/2003 Date To: 11/27/2003

Report Type:

☒ Route ☐ Carrier ☐ Unit (All Routes)

☐ 3972 - Absence Analysis

Current User: RODGER CONFORTI

Current Unit: Ashburn Station, 6065201

☐ Change Delivery Unit

**DOIS**

RESTRICTED INFORMATION

Start | Delivery Operations In... | 9:25 AM



# Delivery Operations Information System (DOIS)

## Workhour Workload Report (by Route)

RESTRICTED INFORMATION

Delivery Unit: 6102101  
 Date Range: 04/15/2004 - 04/29/2004  
 Route: 21001  
 Regular Carrier: HELFRICH, R J

|       | Office Time   |       |         |         |        |       |         |         |        |        | Street Time |          |          |         |        | Total Time |           |         |       | Volumes         |                  |       |     |    |                |
|-------|---------------|-------|---------|---------|--------|-------|---------|---------|--------|--------|-------------|----------|----------|---------|--------|------------|-----------|---------|-------|-----------------|------------------|-------|-----|----|----------------|
| Date  | Carrier       | Ad AM | AM Assl | Prod AM | AM Var | Ad PM | PM Assl | Prod PM | PM Var | O EI   | Ad Str      | Str Assl | Prod Str | Str Var | S EI   | Ad Totl    | Prod Totl | Total I | TE    | Total Cased Ltr | Total Cased Fill | DPS   | Seq | PP | Total Blud Pcs |
| 04/15 | HELFRICH, R J | 1:57  | 0:00    | 1:30    | 0:27   | 0:06  | 0:00    | 0:05    | 0:01   | 270.24 | 5:14        | 0:00     | 5:38     | -0:24   | 105.72 | 7:17       | 7:13      | 0:04    | 75.99 | 202             | 374              | 1,418 |     | 6  | 1,994          |
| 04/16 | HELFRICH, R J | 2:04  | 0:00    | 2:01    | 0:03   | 0:17  | 0:00    | 0:05    | 0:13   | 235.74 | 5:03        | 0:00     | 5:38     | -0:35   | 109.70 | 7:24       | 7:44      | -0:20   | 74.86 | 153             | 665              | 1,425 |     | 5  | 2,243          |
| 04/17 | HELFRICH, R J | 1:40  | 0:00    | 1:37    | 0:03   | 0:14  | 0:00    | 0:05    | 0:09   | 291.57 | 5:31        | 0:00     | 5:38     | -0:07   | 100.36 | 7:25       | 7:20      | 0:05    | 74.66 | 200             | 438              | 1,338 |     | 3  | 1,976          |
| 04/19 | DOBISH, M J   | 2:23  | 8:00    | 3:03    | 7:20   | 0:10  | 0:00    | 0:05    | 0:05   | 52.51  | 5:16        | 0:00     | 5:38     | -0:22   | 105.12 | 15:49      | 8:46      | 7:03    | 35.01 | 311             | 907              | 1,664 |     | 12 | 2,882          |
| 04/20 | HELFRICH, R J | 2:11  | 0:00    | 2:04    | 0:07   | 0:14  | 0:00    | 0:05    | 0:10   | 227.98 | 5:14        | 0:00     | 5:38     | -0:24   | 105.72 | 7:40       | 7:47      | -0:07   | 72.22 | 195             | 673              | 1,783 |     | 9  | 2,651          |
| 04/21 | HELFRICH, R J | 2:00  | 0:00    | 1:41    | 0:19   | 0:14  | 0:00    | 0:05    | 0:09   | 248.43 | 5:05        | 0:00     | 5:38     | -0:33   | 109.05 | 7:19       | 7:24      | -0:05   | 75.78 | 209             | 462              | 1,358 |     | 10 | 2,029          |
| 04/22 | LEHMAN, B C   | 1:43  | 0:00    | 1:43    | 0:00   | 0:03  | 0:00    | 0:05    | -0:02  | 314.77 | 5:37        | 0:00     | 5:38     | -0:01   | 98.75  | 7:22       | 7:25      | -0:03   | 75.16 | 192             | 387              | 1,847 |     | 9  | 2,426          |
| 04/23 | HELFRICH, R J | 1:46  | 0:00    | 1:58    | -0:12  | 0:04  | 0:00    | 0:05    | -0:01  | 301.08 | 3:52        | 1:09     | 5:38     | -0:37   | 110.36 | 6:52       | 7:41      | -0:49   | 80.75 | 268             | 580              | 1,611 |     | 5  | 2,459          |
| 04/24 | HELFRICH, R J | 1:58  | 0:00    | 1:40    | 0:18   | 0:19  | 0:00    | 0:05    | 0:14   | 242.98 | 4:24        | 0:47     | 5:38     | -0:27   | 106.74 | 7:28       | 7:23      | 0:06    | 74.16 | 190             | 483              | 1,769 |     | 8  | 2,402          |
| 04/26 | HELFRICH, R J | 2:29  | 0:00    | 2:07    | 0:22   | 0:12  | 0:00    | 0:05    | 0:07   | 206.31 | 5:26        | 0:00     | 5:38     | -0:12   | 102.20 | 8:07       | 7:50      | 0:17    | 68.34 | 308             | 642              | 2,269 |     | 14 | 3,219          |
| 04/27 | HELFRICH, R J | 2:12  | 0:00    | 2:29    | -0:17  | 0:11  | 0:00    | 0:05    | 0:06   | 233.19 | 5:32        | 0:00     | 5:54     | -0:22   | 100.36 | 7:56       | 8:28      | -0:33   | 70.16 | 764             | 598              | 1,086 | 543 | 8  | 2,991          |
| 04/28 | HELFRICH, R J | 1:38  | 0:00    | 1:39    | 0:00   | 0:08  | 0:00    | 0:05    | 0:04   | 311.79 | 5:50        | 0:00     | 5:54     | -0:04   | 96.19  | 7:37       | 7:38      | -0:01   | 72.93 | 205             | 446              | 1,096 | 543 | 19 | 2,239          |
| 04/29 | HELFRICH, R J | 1:58  | 0:00    | 1:51    | 0:06   | 0:13  | 0:00    | 0:05    | 0:08   | 254.58 | 5:39        | 0:00     | 5:38     | 0:01    | 98.23  | 7:50       | 7:34      | 0:16    | 70.88 | 263             | 528              | 1,545 |     | 7  | 2,336          |

|                                      | Office Time |            |            |           |          |            |            |           |        | Street Time |             |             |            |        | Total Time  |               |              |       | Volumes               |                        |        |       |     |                      |
|--------------------------------------|-------------|------------|------------|-----------|----------|------------|------------|-----------|--------|-------------|-------------|-------------|------------|--------|-------------|---------------|--------------|-------|-----------------------|------------------------|--------|-------|-----|----------------------|
| Reg / Repl<br>Averages and<br>Totals | Ad<br>AM    | AM<br>Assl | Prod<br>AM | AM<br>Var | Ad<br>PM | PM<br>Assl | Prod<br>PM | PM<br>Var | O EI   | Ad<br>Str   | Str<br>Assl | Prod<br>Str | Str<br>Var | S EI   | Ad<br>Total | Prod<br>Total | Total<br>Var | TEI   | Total<br>Cased<br>Ltr | Total<br>Cased<br>Fill | D PS   | Seq   | PP  | Total<br>Blud<br>Pcs |
| Regular Averages                     | 1:59        | 0:00       | 1:52       | 0:07      | 0:12     | 0:00       | 0:05       | 0:07      | 252.52 | 5:10        | 0:11        | 5:41        | -0:20      | 103.74 | 7:32        | 7:38          | -0:06        | 73.57 | 265                   | 535                    | 1,518  | 59    | 9   | 2,417                |
| Repl Averages                        | 2:03        | 4:00       | 2:23       | 3:40      | 0:07     | 0:00       | 0:05       | 0:02      | 90.01  | 5:26        | 0:00        | 5:38        | -0:12      | 101.84 | 11:36       | 8:06          | 3:30         | 47.78 | 252                   | 647                    | 1,756  | 0     | 10  | 2,654                |
| Regular Totals                       | 21:53       | 0:00       | 20:37      | 1:16      | 2:13     | 0:00       | 0:53       | 1:20      |        | 56:50       | 1:56        | 62:31       | -3:44      |        | 82:53       | 84:01         | -1:07        |       | 2,917                 | 5,889                  | 16,697 | 1,086 | 94  | 25,589               |
| Repl Totals                          | 4:05        | 8:00       | 4:46       | 7:20      | 0:13     | 0:00       | 0:10       | 0:04      |        | 10:53       | 0:00        | 11:16       | -0:23      |        | 23:11       | 16:11         | 7:00         |       | 503                   | 1,294                  | 3,511  | 0     | 21  | 5,308                |
| Route Totals                         | 25:59       | 8:00       | 25:23      | 8:36      | 2:26     | 0:00       | 1:02       | 1:24      |        | 67:43       | 1:56        | 73:47       | -4:07      |        | 106:05      | 100:12        | 5:53         |       | 3,420                 | 7,183                  | 20,208 | 1,086 | 115 | 31,897               |

| Base Information |      |         |     |         |   |               |    |                |      |           |       |            |       |           |       | Fixed Office Time |       |      |
|------------------|------|---------|-----|---------|---|---------------|----|----------------|------|-----------|-------|------------|-------|-----------|-------|-------------------|-------|------|
| Office           | 2:33 | AM Lbs  | 558 | PM Lbs  | 0 | Base % to Std | 83 | Base Parcels   | 12   | Dly Begin | 07:00 | Dly Return | 15:36 | Sat Begin | 07:00 | Sat Return        | 15:36 | 0:40 |
| Street           | 5:38 | AM Flts | 756 | PM Flts | 0 | DPS %         | 75 | Base Rtr Hours | 0:00 | Dly Leave | 09:28 | Dly End    | 15:41 | Sat Leave | 09:28 | Sat End           | 15:41 |      |

# Delivery Operations Information System (DOIS)

## Workhour/Workload Report Calculations

- **Column Name** Functional Description Calculation Date Range: The dates for which data will be included on this report
- **Report Type:** Unit (All Routes)
- **Office Time**
- **Actual AM Office Hours** (Act AM) Average actual AM office hours for the route (not including assistance)
- **Actual AM Office Assistance** (AM Asst) Average sum of actual AM office assistance given to the route
- **Projected AM Office Hours** (Proj AM) Average projected AM office hours for the route
- **AM Office Variance** (AM Var) Difference between the projected and actual AM office hours  
$$\text{Avg Proj AM office hours} - (\text{Avg Actual AM office hours} + \text{Avg Act Asst Ofc Hours})$$
- **Actual PM Office Hours** (Act PM) Average actual PM office hours for the route
- **PM Office Assistance** (PM Asst) Average sum of actual PM office assistance given to the route
- **Fixed PM time** (F/PM) Average projected PM office hours for the route
- **PM Office Variance** (PM Var) Difference between the projected and actual PM office hours  
$$\text{Avg Proj PM office hours} - \text{Avg Act PM office hours}$$
- **Office Efficiency Indicator** (OEI) Office Efficiency Indicator Average Total Possible Deliveries/ Average Total Actual Office hours



## Delivery Operations Information System (DOIS)

- **Street Time**
- **Actual Street Hours** (Act Str) Average actual street hours for the route (not including assistance) N/A **Actual Street Assistance** (Str Asst) Average sum of actual street assistance given to the route N/A
- **Projected Street Hours** (Proj Str) Average projected street hours for the route
- **Street Variance** (Str Var) Difference between the projected and actual street hours  
$$\text{Avg Proj Street Hours} - (\text{Avg Actual Street Hours} + \text{Avg Act Asst Str Hours})$$
- **Street Efficiency Indicator** (SEI) Street Efficiency Indicator Average Total Possible Deliveries / Average Total Actual Street hours
- **Total Time**
- **Total Actual Hours** (Act Total) Average total actual hours for the route (Act Ofc + Act Ofc Asst + Act Str + Act Str Asst)
- **Total Projected Hours** (Proj Total) Average total projected hours for the route (Proj Ofc + Proj Str)
- **Total Variance** (Total Var) Average variance for the entire route (Proj Total – Act Total)
- **Total Efficiency Indicator** (TEI) Total Efficiency Indicator Average Total Possible Deliveries / Average Total Actual Hours

## Delivery Operations Information System (DOIS)

- **Volumes**
- **Total Cased Letters**, pieces (Total Cased Ltr) Average total carrier caseable letters for the route (Caseable AM letters + automated letters) + (yesterday's PM avail case letters) – (today's curtailed and delayed volume)
- **Total Cased Flats**, pieces (Total Cased Flt) Average total carrier caseable flats for the route (Caseable AM flats + automated flats) + (yesterday's PM avail case flats) – (today's curtailed and delayed volume)
- **Delivery Point Sequence (DPS)** Average total DPS pieces for the route  
Total DPS mail
- **Sequenced Sets**, pieces (Seq) Average total sequence pieces for the route  
Total sequenced letters + total sequenced flats – (delayed sequenced flats + delayed sequenced letters) – (curtailed flats + curtailed letters)
- **Parcel Post (PP)** Average total parcels number for the route (Total AM parcels – total delayed parcels) + (total AM priority – total delayed priority)  
**Total Delivered** (Total Dlvd Pcs) Average total delivered pieces for the route  
Average Total of all volumes to be delivered for all routes in the unit.

# Delivery Operations Information System (DOIS)

## Report Types: Route or Carrier Office Time

- **Actual AM Office Hours** (Act AM) Actual AM office hours for the route (not including assistance)
- **Actual AM Office Assistance** (AM Asst) Sum of actual AM office assistance given to the route
- **Projected AM Office Hours** (Proj AM) Projected AM office hours for the route
- **AM Office Variance** (AM Var) Difference between the projected and actual AM office hours  $\text{Proj AM office hours} - (\text{Actual AM office hours} + \text{Actual Asst Office hours})$
- **Actual PM Office Hours** (Act PM) Actual PM office hours for the route N/A PM Office Assistance (PM Asst) Sum of actual PM office assistance given to the route
- **Fixed PM time** (F/PM) Projected PM office hours for the route N/A PM Office Variance (PM Var) Difference between the projected and actual PM office hours
- **Proj PM office hours** – Act PM office hours
- **Office Efficiency Indicator** (OEI) Total Possible Deliveries/Total Actual Office hours

## Delivery Operations Information System (DOIS)

### Report Types: Route or Carrier Office Time cont'd

- **Street Time**
- **Actual Street Hours** (Act Str) Actual street hours for the route (not including assistance)
- **Actual Street Assistance** (Str Asst) Sum of actual street assistance given to the route
- **Projected Street Hours** (Proj Str) Projected street hours for the route
- **Street Variance** (Str Var) Difference between the projected and actual street hours  
$$\text{Proj Street Hours} - (\text{Actual Street Hours} + \text{Act Asst Str Hours})$$
- **Street Efficiency Indicator** (SEI) Total Possible Deliveries/Total Actual Street hours

## Delivery Operations Information System (DOIS)

### Report Types: Route or Carrier Office Time cont'd

#### Total Time

- **Total Actual Hours** (Act Total) Total actual hours for the route (Act Ofc + Act Ofc Asst + Act Str + Act Str Asst)
- **Total Projected Hours** (Proj Total) Total projected hours for the route (Proj Ofc + Proj Str)
- **Total Variance** (Total Var) Variance for the entire route (Proj Total – Act Total)
- **Total Efficiency Indicator** (TEI) Total Possible Deliveries/Total Actual Hours



# Delivery Operations Information System (DOIS)

## Volumes

- **Total Cased Letters**, pieces (Total Cased Ltr) Total carrier caseable letters for the route (Caseable AM letters + automated letters) + (yesterday's PM avail case letters) – (today's curtailed and delayed volume)
- **Total Cased Flats**, pieces (Total Cased Flt) Total carrier caseable flats for the route (Caseable AM flats + automated flats) + (yesterday's PM avail case flats) – (today's curtailed and delayed volume)
- **Delivery Point Sequence (DPS)** Total DPS pieces for the route
- **Sequenced Sets**, pieces (Seq) Total sequence pieces for the route Total sequenced letters + total sequenced flats – (delayed sequenced flats + delayed sequenced letters) – (curtailed flats + curtailed letters)
- **Parcel Post (PP)** Total parcels number for the route (Total AM parcels – total delayed parcels) + (total AM priority – total delayed priority)
- **Total Delivered** (Total Dlvd Pcs) Total delivered pieces for the route Total of all volumes to be delivered for all routes in the unit.

## Delivery Operations Information System (DOIS)

### Replacement Averages & Totals (Reg/Repl Averages and Totals) – By Route

- **Regular Averages** The average over all the days that the current regular carrier worked the route
- **Replacement Averages** (Repl Averages) The average over all the days that a carrier other than the current regular worked the route
- **Regular Totals** The totals over all of the days that the current regular carrier worked the route.
- **Replacement Totals** (Repl Totals) The totals over all of the days that a carrier other than the current regular worked the route.
- **Route Totals** The route's totals for all of the days in the range.

# Delivery Operations Information System (DOIS)

## Route Averages

- **By Carrier Only** The average for each route that the carrier was assigned to over the specified time period.

### **Averages and Totals Section (Avg and Tots) – Unit Report Only**

- **Totals** The total of all averages of all routes within the delivery unit.
- **Averages** The overall average of the averages of all routes within the delivery unit
- **Unit Totals and Averages**
- **By Route** The current base information for the route.
- **By Unit** (*All Routes*) The average current route base information for the entire unit. The following fields within the Unit Totals and Averages section are averages:
- Base % to Std, DPS %, Dly Begin, Dly Leave, Dly Return, Dly End, Sat Begin, Sat Leave, Sat Return, Sat End.

*The following fields within the Unit Totals and Averages section are totals:*

*Office, Street AM Ltrs, AM Flts, PM Ltrs, PM Flts, Base Parcels, Base Rtr  
Hours, Fixed Office Time.*

# Delivery Operations Information System (DOIS)

## Overtime Worksheet

AS STATED ON THE DELIVERY

Delivery Unit Name:

Year - Quarter: 2008-3

| Carrier Name    | OTDL Status | Total |       | Total Worked |       | Total Exceptions |       |
|-----------------|-------------|-------|-------|--------------|-------|------------------|-------|
|                 |             | Opps  | Hours | Opps         | Hours | Opps             | Hours |
| BACH, T N       | 10          | 18    | 87.88 | 18           | 87.88 | 0                | 0.00  |
| BEHRENDT, C G   | 10          | 28    | 43.43 | 28           | 43.43 | 0                | 0.00  |
| BLOMQUIST, D E  | 12          | 27    | 84.40 | 27           | 84.40 | 0                | 0.00  |
| BREER, D N      | 12          | 31    | 87.28 | 31           | 87.28 | 0                | 0.00  |
| COYLE, S L      | 12          | 21    | 55.58 | 19           | 53.58 | 2                | 18.00 |
| CURLS, C        | 12          | 24    | 78.23 | 23           | 69.23 | 1                | 3.00  |
| EMMA, R A       | 12          | 13    | 30.25 | 13           | 30.25 | 0                | 0.00  |
| EVANS, A D      | 10          | 22    | 44.73 | 21           | 38.73 | 1                | 3.00  |
| FALSCETTI, P R  | 12          | 27    | 87.84 | 27           | 87.84 | 0                | 0.00  |
| FERNAN, L A     | 12          | 0     | 0.00  | 0            | 0.00  | 0                | 0.00  |
| GERHARDT, D     | 10          | 34    | 77.51 | 28           | 69.51 | 1                | 3.00  |
| KENDALL, J F    | 10          | 23    | 69.55 | 22           | 55.55 | 1                | 3.00  |
| KIRKES II, M J  | 10          | 23    | 52.44 | 23           | 29.44 | 3                | 24.00 |
| KLAUDURA, K C   | 12          | 23    | 69.84 | 23           | 69.84 | 0                | 0.00  |
| KNEISS, J M     | 10          | 31    | 65.13 | 30           | 64.13 | 1                | 1.00  |
| LIBY, C E       | 10          | 23    | 51.23 | 25           | 50.23 | 4                | 21.00 |
| LOPEZ, A        | 12          | 28    | 70.23 | 28           | 70.23 | 0                | 0.00  |
| MAYRIS, J U     | 10          | 25    | 59.20 | 25           | 59.20 | 0                | 0.00  |
| MAYBERRY, J     | 12          | 22    | 42.91 | 21           | 34.91 | 1                | 3.00  |
| MOLLENBORN, J F | 10          | 23    | 69.41 | 22           | 35.41 | 1                | 3.00  |
| MOPHERSON, K F  | 12          | 12    | 47.01 | 11           | 29.01 | 1                | 3.00  |
| PERCE, R B      | 10          | 13    | 49.98 | 13           | 49.98 | 0                | 0.00  |
| PRINCIPLE, C M  | 12          | 27    | 87.42 | 27           | 87.42 | 0                | 0.00  |
| REID, S M       | 12          | 25    | 58.50 | 25           | 58.50 | 0                | 0.00  |
| REYNOLDS, T J   | 12          | 20    | 66.42 | 19           | 62.42 | 1                | 1.00  |
| RUDINS, J A     | 12          | 3     | 29.23 | 3            | 29.23 | 0                | 0.00  |
| SANCHEZ, J      | 10          | 34    | 50.39 | 34           | 50.39 | 0                | 0.00  |
| UTSHER, R E     | 12          | 27    | 69.13 | 26           | 68.13 | 1                | 3.00  |
| WEISS, B        | 12          | 22    | 48.42 | 22           | 48.42 | 0                | 0.00  |

## Delivery Operations Information System (DOIS)

The Overtime worksheet is used to track overtime in the Delivery Unit. All calculations used in tracking overtime are based on the National Agreement between the NALC and the USPS. The tracking cannot be changed to track overtime based on any local agreements.

# Delivery Operations Information System (DOIS)

**Delivery Operations Information System (DOIS)**

File Application Options Window Help

**Workload Status**

Routes Other

Route List/Status

|   |       |              |       |
|---|-------|--------------|-------|
| R | 21012 | ALVAREZ, L L | -0:52 |
|---|-------|--------------|-------|

Total Est. Overtime: **0:00**  
Total Est. Undertime: **12:43**

| Route | Hours | Planned | Type |
|-------|-------|---------|------|
|       |       |         |      |

**Supervisor Workbench**

Daily Workload Mgmt Street Mgmt Performance Reports Planning and Scheduling Route and Unit Maint

☐ Mail Volumes and Work Hours

**Record Overtime Exception**

OTDL Carrier:   
Exception Date: 

04/30/2004

 Hours: 

4:00

☒ Opportunity  
Reason: 

Help Save Close

☐ 1564-A Delivery Instructions  
☐ Revised Carrier/Route Assignment  
☐ Workload Status Report  
☐ Miscellaneous Workload Status Report  
☐ Workhour Discrepancy Report  
☐ Clockring Discrepancy Report

**Workload Management**

☐ Create Vacancy - 3971  
☐ Regular/City Route Details  
☐ Miscellaneous Route Details  
☐ Street Pivoting  
☐ Daily Assignments  
☐ Current Day Absence List  
☒ Record Overtime Exception  
☐ Adjust Leave/Office Time  
☐ Adjust Return/Street Time  
☐ Change Start Time

Current User: RODGER CONFORTI  
Current Unit: DIXON, MAIN POST OFFICE, 6102101  
☐ Change Delivery Unit

**DOIS**



## Delivery Operations Information System (DOIS)

Supervisors can track overtime exceptions in DOIS as needed. Any overtime exception must be accompanied by a reason before it is accepted by DOIS.

# Delivery Operations Information System (DOIS)

**Delivery Operations Information System (DOIS)**

File Application Options Window Help

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**Workload Status**

Routes | Other

| Route List/Status |               |       |
|-------------------|---------------|-------|
| Route             | Carrier       | +/-   |
| 35002             | MILLETTE, K N | -1:53 |
| 35003             | HUCKLEBY, M   | -1:27 |
| 35004             | SMITH, C      | -1:29 |

**Supervisor Workbench**

Daily Workload Mgmt | Street Mgmt | Performance Reports | Planning and Scheduling | Route and Unit Maint

Mail Volumes and Work Hours

☐ Capture Mail Volumes - Manual

☐ Capture Mail Volumes - DCD

Workload Management

☐ Create Vacancy - 3971

☐ Regular/City Route Details

**SPLY Impacts**

Fiscal Year: 2003

Display

| SPLY Impacts |                                                                            |
|--------------|----------------------------------------------------------------------------|
| Date         | Description                                                                |
| 06/10/2003   | 2 set on tues. Local Values & Advo w/detached card, also Comcast thin le   |
| 06/03/2003   | 2 set tuesday,                                                             |
| 05/27/2003   | Day after holiday excessive volume.....                                    |
| 05/21/2003   | ACCOUNTABLE CART LATE IN GETTING TO CARRIERS                               |
| 05/15/2003   | Late last pull flats. Late accountable delivery                            |
| 05/01/2003   | Safty and service talk were given by Frederick Guerra and Mr. R. bassi, DI |
| 04/22/2003   | two set tuesday. 1 vacant route.                                           |
| 03/05/2003   | mandatory service and safety talk                                          |
| 03/04/2003   | Snow storm 8 Inches of snow expected tonight                               |

New Edit Delete

Close

Previous Route Details

oting

ignments

ay Absence List

Overtime Exception

ave/Office Time

eturn/Street Time

Start Time

☐ Change Delivery Unit**DOIS**

## **Delivery Operations Information System (DOIS)**

### **SPLY Impact Window**

The SPLY Impact window is used to view and record events that dramatically affect a unit's volume and/or work hours for a given day within the current or previous fiscal year. Events that impact SPLY include natural disasters, extreme weather, or political campaigns. This window allows you to view recorded SPLY information, add SPLY impact information, edit existing SPLY impact information, or delete existing SPLY impact information.

# Delivery Operations Information System (DOIS)

## Weekly Schedule Window

The Weekly Schedule window is used to schedule daily carrier assignments for the current and next week. This window allows you to assign a replacement carrier, schedule a carrier without an assignment, and delete a carrier from an assignment.

**Delivery Operations Information System (DOIS)**

File Application Options Window Help

**Weekly Schedule**

View Current Week

|       |                 | Regular Routes         |                      |                       |                         |                        |                      |
|-------|-----------------|------------------------|----------------------|-----------------------|-------------------------|------------------------|----------------------|
|       |                 | Saturday<br>05/01/2004 | Monday<br>05/03/2004 | Tuesday<br>05/04/2004 | Wednesday<br>05/05/2004 | Thursday<br>05/06/2004 | Friday<br>05/07/2004 |
| Route | Regular Carrier |                        |                      |                       |                         |                        |                      |
| 21001 | HELFRICH, R J   | LEHMAN, B C            | DOBISH, M J          | DOBISH, M J           | MCGINN, H R             | DOBISH, M J            | MCGINN, H R          |
| 21002 | WALTER, A R     | DOBISH, M J            |                      |                       | LEHMAN, B C             |                        |                      |
| 21003 | BOWMAN, V D     |                        |                      | LEHMAN, B C           |                         |                        |                      |
| 21005 | WEERTS, W W     |                        |                      | MCBRIDE, W L          |                         |                        |                      |
| 21006 | URBAN, K V      |                        | MCBRIDE, W L         |                       |                         |                        |                      |
| 21007 | CERVANTES, C    | MCBRIDE, W L           |                      |                       |                         |                        |                      |
| 21008 | DEAN, W A       |                        |                      |                       |                         |                        | MCBRIDE, W L         |
| 21009 | MORRIS, S K     | MCGINN, H R            |                      |                       |                         |                        | LEHMAN, B C          |
| 21010 | DAVIS, J P      |                        |                      |                       |                         |                        | DOBISH, M J          |
| 21011 | TERVEER, B E    |                        |                      |                       |                         | MCBRIDE, W L           |                      |
| 21012 | ALVAREZ, L L    |                        | LEHMAN, B C          |                       |                         |                        |                      |

|            |    |         |     |     |     |     |     |     |
|------------|----|---------|-----|-----|-----|-----|-----|-----|
| Base:      | 90 | Budget: | 65  | 118 | 98  | 82  | 76  | 85  |
| Projected: |    |         | N/A | N/A | N/A | N/A | N/A | N/A |

Print Preview Create Vacancy... Assign Replacement... Route Warnings... Close

Start Delivery Operations I...

# Delivery Operations Information System (DOIS)

**Delivery Operations Information System (DOIS)**

File Application Options Window Help

Workload Status Supervisor Workbench

**Pivot Plan Maintenance**

Route Number: 21001

Pivot Plan

☒ Create or Edit Logical Groups ☐ Assign Break Locations

|   |    | Duration | Trvl Patrn | Dlvry Mthd | Dlvry Class | Poss Dlvry | First Delivery     | Last Delivery        |
|---|----|----------|------------|------------|-------------|------------|--------------------|----------------------|
| ▶ | LG | 0:58     |            | P&L        | RES         | 109        | 1024 IDLE OAKS RUN | 1025 IDLE OAKS RUN   |
|   | LG | 0:20     |            | P&L        | MIX         | 35         | 1004 IDLEWILD DR   | 820 E 2ND ST         |
|   | LG | 0:19     |            | P&L        | RES         | 21         | 219 STEEL AVE      | 312 ARTESIAN PL      |
|   | LG | 0:13     |            | P&L        | RES         | 21         | 609 E 3RD ST       | 703 E 3RD ST         |
|   | LG | 0:17     |            | P&L        | MIX         | 23         | 220 ARTESIAN PL    | 223 ARTESIAN PL      |
|   | LG | 0:14     |            | P&L        | RES         | 32         | 502 E 3RD ST       | 510 E 3RD ST         |
|   | LG | 0:19     |            | P&L        | RES         | 20         | 224 S DEMENT AVE   | 221 1/2 S DEMENT AVE |
|   | LG | 0:19     |            | P&L        | MIX         | 29         | 423 S DEMENT AVE   | 610 E 7TH ST         |
|   | LG | 0:07     |            | P&L        | RES         | 14         | 415 CHICAGO AVE    | 510 POPLAR ST        |
|   | LG | 0:29     |            | P&L        | MIX         | 45         | 911 WALNUT AVE     | 845 WALNUT AVE       |
|   | LG | 0:19     |            | P&L        | RES         | 34         | 521 SPRUCE ST      | 514 SPRUCE ST        |
|   | LG | 0:11     |            | P&L        | RES         | 13         | 610 SPRUCE ST      | 910 WALNUT AVE       |
|   | LG | 0:23     |            | P&L        | RES         | 39         | 521 PINE ST        | 1018 WALNUT AVE      |
|   | LG | 0:09     |            | P&L        | RES         | 14         | 416 DIVISION ST    | 800 DIVISION ST      |
|   | LG | 0:11     |            | P&L        | MIX         | 36         | 1128 EASTERN AVE   | 1009 FARGO AVE       |

Create New Pivot Plan Total Duration for Selected Rows 0:00:00

## **Delivery Operations Information System (DOIS)**

### **Pivot Plan Maintenance Window**

The Pivot Plan Maintenance window is used to create and modify route pivot plans. It allows you to view and modify detailed information on the pivot segments by logical group or by the associated enter and exit times of each segment. Pivot Plans are used as the base data in the Street Pivoting function. Pivot Plans should be updated after each route adjustment. The estimated times displayed are derived from the latest 3999 for the route.



# Delivery Operations Information System (DOIS)

## Logical Group Street Times in Pivot Plans

The pivot plan logical group street times come from the actual PS Form 3999 street times prorated to account for the route adjustments.

**Delivery Operations Information System (DOIS)**

File Application Options Window Help

Workload Status Supervisor Workbench

**Pivot Plan Maintenance**

Route Number: 21002 Display

Pivot Plan

☒ Create or Edit Logical Groups ☐ Assign Break Locations

|  |    | Duration | Trvl Patrn | Dlvry Mthd | Dlvry Class | Poss Dlvry | First Delivery     | Last Delivery          |
|--|----|----------|------------|------------|-------------|------------|--------------------|------------------------|
|  | SS | 0:01     | E          | P&L        | RES         | 2          | 210 W 3RD ST       | 214 W 3RD ST           |
|  | SS | 0:00     | O          | P&L        | MIX         | 3          | 221 W 3RD ST       | 207 W 3RD ST           |
|  | SS | 0:02     | E          | P&L        | BUS         | 2          | 306 S HENNEPIN AVE | 316 S HENNEPIN AVE     |
|  | SS | 0:01     | O          | P&L        | RES         | 2          | 401 S HENNEPIN AVE | 401 1/2 S HENNEPIN AVE |
|  | SS | 0:01     | O          | P&L        | RES         | 3          | 321 S HENNEPIN AVE | 319 S HENNEPIN AVE     |
|  | SS | 0:03     | E          | P&L        | RES         | 7          | 402 S HENNEPIN AVE | 422 S HENNEPIN AVE     |
|  | SS | 0:03     | E          | P&L        | RES         | 5          | 504 S HENNEPIN AVE | 522 S HENNEPIN AVE     |
|  | LG | 0:17     |            | P&L        | MIX         | 27         | 606 S HENNEPIN AVE | 302 S GALENA AVE       |
|  | LG | 0:26     |            | P&L        | RES         | 40         | 204 E 3RD ST       | 322 CRAWFORD AVE       |
|  | LG | 0:13     |            | P&L        | RES         | 18         | 315 E 4TH ST       | 315 CRAWFORD AVE       |
|  | LG | 0:22     |            | P&L        | RES         | 39         | 217 E 5TH ST       | 216 E 5TH ST           |
|  | LG | 0:36     |            | P&L        | RES         | 59         | 311 E 5TH ST       | 603 S DIXON AVE        |
|  | LG | 0:18     |            | P&L        | RES         | 36         | 524 S DIXON AVE    | 523 S DIXON AVE        |
|  | LG | 0:21     |            | P&L        | MIX         | 36         | 521 S OTTAWA AVE   | 109 E 6TH ST           |
|  | LG | 0:32     |            | P&L        | MIX         | 49         | 602 S GALENA AVE   | 515 S GALENA AVE       |

Create New Pivot Plan Total Duration for Selected Rows 0:00:00 Create Logical Group Expand Logical Group

Assign Route Proximity Save Close

# Delivery Operations Information System (DOIS)

## Duration field

The estimated time to deliver the logical group or sector segment.

**Delivery Operations Information System (DOIS)**

File Application Options Window Help

Workload Status Supervisor Workbench

**Pivot Plan Maintenance**

Route Number: 21002 Display

Pivot Plan

☒ Create or Edit Logical Groups ☐ Assign Break Locations

|      | Duration | Trvl Patrn | Dlvry Mthd | Dlvry Class | Poss Dlvry | First Delivery     | Last Delivery     |
|------|----------|------------|------------|-------------|------------|--------------------|-------------------|
| LG   | 0:17     |            | P&L        | MIX         | 27         | 606 S HENNEPIN AVE | 302 S GALENA AVE  |
| ▶ LG | 0:26     |            | P&L        | RES         | 40         | 204 E 3RD ST       | 322 CRAWFORD AVE  |
| LG   | 0:13     |            | P&L        | RES         | 18         | 315 E 4TH ST       | 315 CRAWFORD AVE  |
| LG   | 0:22     |            | P&L        | RES         | 39         | 217 E 5TH ST       | 216 E 5TH ST      |
| LG   | 0:36     |            | P&L        | RES         | 59         | 311 E 5TH ST       | 603 S DIXON AVE   |
| LG   | 0:18     |            | P&L        | RES         | 36         | 524 S DIXON AVE    | 523 S DIXON AVE   |
| LG   | 0:21     |            | P&L        | MIX         | 36         | 521 S OTTAWA AVE   | 109 E 6TH ST      |
| LG   | 0:32     |            | P&L        | MIX         | 49         | 602 S GALENA AVE   | 515 S GALENA AVE  |
| LG   | 0:23     |            | P&L        | MIX         | 38         | 113 E 10TH ST      | 114 E 10TH ST     |
| LG   | 0:26     |            | P&L        | MIX         | 41         | 300 DIVISION ST    | 1204 S GALENA AVE |
| LG   | 0:15     |            | P&L        | RES         | 25         | 1303 HEMLOCK AVE   | 1302 HEMLOCK AVE  |
| LG   | 0:16     |            | P&L        | RES         | 26         | 1222 HEMLOCK AVE   | 823 HEMLOCK AVE   |
| LG   | 0:25     |            | P&L        | RES         | 41         | 214 E 8TH ST       | 804 INLET AVE     |
| LG   | 0:15     |            | P&L        | MIX         | 23         | 809 INLET AVE      | 728 CRAWFORD AVE  |
| LG   | 0:09     |            | P&L        | BUS         | 5          | 500 CHICAGO AVE    | 510 CHICAGO AVE   |

Create New Pivot Plan Total Duration for Selected Rows 0:26:28 Create Logical Group Expand Logical Group

Assign Route Proximity Save Close

### **Route Base Information Maintenance Window**

The Route Base Information Maintenance window is used to view route base information, including general and travel information. You can select any route in the unit to view or edit the information.

### **General Information Tab**

The General Information tab of the Route Base Information Maintenance window is used to perform route base information maintenance at any time throughout the year. The General Information tab allows you to edit base route information such as route type, type of delivery, and schedule. It also allows you to view other route information, such as base office, street, and total time, base volume, possible deliveries, router information, carrier information, last adjustment date, and last inspection date.

# Delivery Operations Information System (DOIS)

**Route Base Information Maintenance**

Route Number:

General Information | Travel Information

Type of Route

☒ Residential

☐ Business

☐ Mixed

☐ Auxiliary

☐ Saturday Non-Delivered

Type of Delivery

☐ Foot

☐ Dismount

☐ Curblin Motorized

☒ Park and Loop

☐ Other

Full Coverage Factor

0:03:00

Per 100 Res Deliveries

Parcels Over Base

0:00:00

Per Parcel

Schedule

|         | Daily    | Saturday |
|---------|----------|----------|
| Begin:  | 07:00 AM | 07:00 AM |
| Leave:  | 09:28 AM | 09:28 AM |
| Return: | 03:36 PM | 03:36 PM |
| End:    | 03:41 PM | 03:41 PM |

Last Inspection Date:

Base Times

|                      |      |
|----------------------|------|
| Office Time:         | 2:33 |
| Street Time:         | 5:38 |
| Total Time:          | 8:11 |
| Router Time:         | 0:00 |
| * Fixed Office Time: | 0:40 |

Percent To Standard

Percent To Standard: 83 %

Carrier Information

Regular Carrier: HELFRICH, R J

Hire Date: 07/05/1997

Date Assigned to Route: 06/24/2002

Replacement Carrier:

Last Adjustment Date:

| Mail Volume    | AM   | PM |
|----------------|------|----|
| Letter Volume: | 558  | 0  |
| Flat Volume:   | 755  | 0  |
| Total Volume:  | 1313 | 0  |
| DPS Percent:   | 75 % |    |
| Base Parcels:  | 12   |    |

Possible Deliveries

Base PDs: 546

Current PDs: 555

## Delivery Operations Information System (DOIS)

### **Travel Information Tab**

The Travel Information Tab of the Route Base Information Maintenance window is used to view, enter and edit line of travel, transportation, and lunch/break information for each route in the delivery unit. The information that you enter here is used to fill in the 1564-A.



# Delivery Operations Information System (DOIS)

**Delivery Operations Information System (DOIS)**

File Application Options Window Help

Workload Status Supervisor Workbench

## Route Base Information Maintenance

Route Number: 21001

☒ General Information ☐ Travel Information

**Lines of Travel (streets used)**

|                                |                     |                     |                      |
|--------------------------------|---------------------|---------------------|----------------------|
| Office to Route via:           | Route to Lunch via: | Lunch to Route via: | Route to Office via: |
| HIGHLAND-W2ND ST-IDLE OAKS RUN | W 2ND ST            | W 2ND ST            | W 2ND ST-POST OFFICE |

**Type of Transportation**

☒ Postal Service Vehicle  
☐ Drive-out  
☐ Public  
☐ Contract  
☐ Other

**Type of Vehicle**

☐ LHD ☒ RHD

**Vehicle Information**

Vehicle Make: LLV  
Vehicle Capacity:   
Vehicle Number: 1256406

**Authorized Lunch Period**

☐ No Lunch From: 12:00 AM To: 12:00 AM

Location where authorized to leave route for lunch:  
1001 CHICAGO AVENUE

**Authorized Lunch Location(s)**

|                      |                      |
|----------------------|----------------------|
| Regular Carrier      | Replacement Carrier  |
| 710 W 2nd STREET     | HARDEE'S             |
| HOMETOWN PANTRY      | PARKWAY              |
| <input type="text"/> | <input type="text"/> |

**Approximate Break Location(s)**

|                      |                      |
|----------------------|----------------------|
| Regular Carrier      | Replacement Carrier  |
| 521 SPRUCE ST        | HARDEE'S             |
| <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> |

Authorized Mileage: 14

Effective Date of Transportation Agreement:

**Public Transportation**

|        |                      |                      |
|--------|----------------------|----------------------|
|        | Board                | Leave                |
| Leave  | <input type="text"/> | <input type="text"/> |
| Return | <input type="text"/> | <input type="text"/> |

\* Fixed Office Time includes Line Items 14, 15, 16, 18, 19, 20, 21.



## Delivery Operations Information System (DOIS)

- **Route Base Information (RBI)**
- The Route Base Information window displays the route base information that delivery unit supervisors provided to the DOIS Site Activators during the data preparation stage of deployment. The Schedule for each route is tracked on the bottom left corner of the window and can be edited at any time by the delivery unit supervisor.
- *Note:* After a route inspection is completed in DOIS, the Last Inspection Date and Last Adjustment Date at the top right corner of the window are updated.

# Delivery Operations Information System (DOIS)

## Route Base Information Report

Delivery Unit: 8102101

POSTAL NETWORK PLAN

Regular Routes

|       |      |               | Volume |        |        |        |           |       |           | Block Times    |          |                |          |          |       |       | Scheduled Times |       |       |        |        |             |            |  |  |  |
|-------|------|---------------|--------|--------|--------|--------|-----------|-------|-----------|----------------|----------|----------------|----------|----------|-------|-------|-----------------|-------|-------|--------|--------|-------------|------------|--|--|--|
| Route | Type | Carrier       | AM Ltr | AM Hsk | PM Ltr | PM Hsk | Block Ltr | LTS % | Block Ltr | Block One time | 1st time | Block Two time | 1st time | % to 2nd | PGI   | BI    | LY              | RI    | BI    | GB     | SB     | Vehicle Nbr | Block Mile |  |  |  |
| 21001 | REG  | HELF RICH R J | 363    | 736    | 0      | 0      | 12        | 73    | 348       | 02:59          | 00:00    | 05:59          | 08:11    | 29       | 00:40 | 07:00 | 09:23           | 15:56 | 15:41 | 214:12 | 38:52  | 1250408     | 14         |  |  |  |
|       |      |               |        |        |        |        |           |       |           |                |          |                |          |          |       |       |                 |       |       |        |        |             |            |  |  |  |
| 21002 | REG  | WALTER A R    | 510    | 549    | 0      | 0      | 9         | 71    | 527       | 02:59          | 00:00    | 05:49          | 08:12    | 28       | 00:49 | 07:00 | 09:24           | 15:57 | 15:42 | 212:22 | 32:19  | 1250405     | 9          |  |  |  |
|       |      |               |        |        |        |        |           |       |           |                |          |                |          |          |       |       |                 |       |       |        |        |             |            |  |  |  |
| 21003 | REG  | ROHMANN V D   | 487    | 824    | 0      | 0      | 9         | 74    | 459       | 02:41          | 00:00    | 05:30          | 08:11    | 100      | 00:41 | 07:00 | 09:26           | 15:56 | 15:41 | 192:24 | 39:31  | 1250819     | 9          |  |  |  |
|       |      |               |        |        |        |        |           |       |           |                |          |                |          |          |       |       |                 |       |       |        |        |             |            |  |  |  |
| 21005 | REG  | MORRIS W M    | 363    | 321    | 0      | 0      | 19        | 79    | 690       | 01:50          | 00:00    | 08:25          | 08:21    | 77       | 00:41 | 07:00 | 09:31           | 15:46 | 15:31 | 268:30 | 107:43 | 1250409     | 9          |  |  |  |
|       |      | IR MORRIS W L | —      | —      | —      | —      | —         | —     | —         | —              | —        | —              | —        | —        | —     | —     | —               | —     | —     | —      | —      | —           | —          |  |  |  |
|       |      |               |        |        |        |        |           |       |           |                |          |                |          |          |       |       |                 |       |       |        |        |             |            |  |  |  |
| 21006 | REG  | LEWIS V       | 892    | 312    | 0      | 0      | 19        | 74    | 847       | 02:57          | 00:00    | 05:25          | 08:02    | 79       | 00:41 | 07:00 | 09:32           | 15:37 | 15:32 | 247:36 | 119:37 | 1250820     | 19         |  |  |  |
|       |      | IR MORRIS W L | —      | —      | —      | —      | —         | —     | —         | —              | —        | —              | —        | —        | —     | —     | —               | —     | —     | —      | —      | —           | —          |  |  |  |
|       |      |               |        |        |        |        |           |       |           |                |          |                |          |          |       |       |                 |       |       |        |        |             |            |  |  |  |
| 21007 | REG  | DEYANTEL C    | 363    | 892    | 0      | 0      | 19        | 71    | 469       | 02:59          | 00:00    | 05:24          | 08:20    | 28       | 00:59 | 07:00 | 09:21           | 15:49 | 15:30 | 192:59 | 79:52  | 1250404     | 7          |  |  |  |
|       |      | IR MORRIS W L | —      | —      | —      | —      | —         | —     | —         | —              | —        | —              | —        | —        | —     | —     | —               | —     | —     | —      | —      | —           | —          |  |  |  |
|       |      |               |        |        |        |        |           |       |           |                |          |                |          |          |       |       |                 |       |       |        |        |             |            |  |  |  |
| 21008 | REG  | DEAN W A      | 483    | 875    | 0      | 0      | 12        | 74    | 469       | 02:47          | 00:00    | 05:59          | 08:20    | 100      | 00:40 | 07:00 | 09:42           | 15:49 | 15:30 | 188:26 | 39:42  | 1250407     | 9          |  |  |  |
|       |      | IR MORRIS W L | —      | —      | —      | —      | —         | —     | —         | —              | —        | —              | —        | —        | —     | —     | —               | —     | —     | —      | —      | —           | —          |  |  |  |
|       |      |               |        |        |        |        |           |       |           |                |          |                |          |          |       |       |                 |       |       |        |        |             |            |  |  |  |
| 21009 | REG  | MORRIS S K    | 363    | 874    | 0      | 0      | 12        | 74    | 752       | 02:52          | 00:00    | 05:58          | 08:08    | 28       | 00:44 | 07:00 | 09:27           | 15:56 | 15:36 | 238:26 | 194:29 | 1250823     | 14         |  |  |  |
|       |      |               |        |        |        |        |           |       |           |                |          |                |          |          |       |       |                 |       |       |        |        |             |            |  |  |  |
| 21010 | REG  | DAVIS J P     | 307    | 783    | 0      | 0      | 14        | 79    | 484       | 02:52          | 00:00    | 05:24          | 08:28    | 24       | 00:59 | 07:00 | 09:21           | 15:31 | 15:36 | 139:16 | 73:54  | 1250834     | 9          |  |  |  |
|       |      |               |        |        |        |        |           |       |           |                |          |                |          |          |       |       |                 |       |       |        |        |             |            |  |  |  |
| 21011 | REG  | DEYANTEL C    | 462    | 391    | 0      | 0      | 12        | 79    | 690       | 02:08          | 00:00    | 08:15          | 08:21    | 29       | 00:42 | 07:00 | 09:01           | 15:46 | 15:31 | 268:07 | 102:79 | 1250103     | 12         |  |  |  |
|       |      | IR MORRIS W L | —      | —      | —      | —      | —         | —     | —         | —              | —        | —              | —        | —        | —     | —     | —               | —     | —     | —      | —      | —           | —          |  |  |  |
|       |      |               |        |        |        |        |           |       |           |                |          |                |          |          |       |       |                 |       |       |        |        |             |            |  |  |  |
| 21012 | REG  | ALVAREZ L L   | 363    | 893    | 0      | 0      | 9         | 81    | 579       | 02:59          | 00:00    | 05:24          | 08:17    | 79       | 00:44 | 07:00 | 09:12           | 15:42 | 15:47 | 241:36 | 97:48  | 1250821     | 9          |  |  |  |
|       |      |               |        |        |        |        |           |       |           |                |          |                |          |          |       |       |                 |       |       |        |        |             |            |  |  |  |
| Total |      |               | 8151   | 7229   | 0      | 0      | 127       |       | 6907      | 27:02          | 0:00     | 89:47          | 90:49    |          | 7:23  |       |                 |       |       |        |        |             | 100        |  |  |  |
| Avg   |      |               | 366    | 893    | 0      | 0      | 12        |       | 579       | 2:27           | 0:00     | 5:43           | 8:15     |          | 0:41  | 7:00  | 9:23            | 15:40 | 15:45 | 268:31 | 98:37  |             | 10         |  |  |  |

# Delivery Operations Information System (DOIS)

## Delivery Unit Seniority Report

The Delivery Unit Seniority Report window is used to view and print the Delivery Unit Seniority Report. This report shows all of the carriers in the delivery unit with their seniority date.

Delivery Operations Information System (DOIS)

File Application Options Window Help

### Workload Status

Routes Other

#### Route List/Status

| Route | Carrier      | +/-   |
|-------|--------------|-------|
| 21001 | LEHMAN, B C  | -1:18 |
| 21002 | WALTER, A R  | -1:17 |
| 21003 | BOWMAN, V D  | -1:25 |
| 21005 | WEERTS, W W  | -0:41 |
| 21006 | URBAN, K V   | -1:35 |
| 21007 | MCBRIDE, W L | -1:06 |
| 21008 | DEAN, W A    | -1:23 |
| 21009 | MCGINN, H R  | -1:17 |
| 21010 | DAVIS, J P   | -1:03 |
| 21011 | TERVEER, B E | -0:48 |
| 21012 | ALVAREZ, L L | -0:52 |

Total Est. Overtime: **0:00**

Total Est. Undertime: **12:43**

#### Route Vacancies

| Route | Hours | Planned | Type |
|-------|-------|---------|------|
|       |       |         |      |
|       |       |         |      |
|       |       |         |      |

### Supervisor Workbench

Daily Workload Mgmt Street Mgmt Performance Reports Planning and Scheduling Route and Unit Maint

#### Route Maintenance

- ☐ Route Base Information Maintenance
- ☐ Pivot Plan Maintenance
- ☐ Non-Delivery Point Maintenance
- ☐ 3999 Data Capture/Summary

#### Delivery Unit Seniority Report

##### Sort Type

- ☐ Carrier Name
- ☒ Seniority Date

Help

Print Preview

Cancel

Un

- ☐ Maintain Unit Information
- ☐ Maintain Carrier Route Assignments
- ☐ Maintain Dispatch Information

#### Reports and Forms

- ☐ Route Base Information Report
- ☐ Route Information Card
- ☐ Route Review Report
- ☐ Unit Recap
- ☐ DPS Analysis Report
- ☐ Routes Pending Special Inspection
- ☐ 3999 - Inspection of Letter Carrier Route
- ☐ 3999 - Manual Entry
- ☐ 1838 Carrier's Count of Mail
- ☒ Delivery Unit Seniority Report

Current User: RODGER CONFORTI

Current Unit: DIXON, MAIN POST OFFICE, 6102101

☐ Change Delivery Unit



# Delivery Operations Information System (DOIS)

## Delivery Unit Seniority Report

RESTRICTED INFORMATION

**Delivery Unit:** 6102101

| Carrier Name  | Seniority Date |
|---------------|----------------|
| MCBRIDE, W L  | 06/27/1981     |
| CERVANTES, C  | 05/15/1982     |
| DEAN, W A     | 01/04/1986     |
| ALVAREZ, L L  | 06/07/1986     |
| WEERTS, W W   | 11/22/1986     |
| BOWMAN, V D   | 01/02/1988     |
| URBAN, K V    | 02/19/1994     |
| WALTER, A R   | 08/06/1994     |
| MORRIS, S K   | 11/12/1994     |
| HELFRICH, R J | 09/21/1998     |
| TERVEER, B E  | 04/01/1999     |
| DAVIS, J P    | 06/07/1999     |
| LEHMAN, B C   | 07/03/1999     |
| MCGINN, H R   | 07/31/1999     |
| DOBISH, M J   | 05/03/2003     |

## Delivery Operations Information System (DOIS)

To view, print or to edit a 3999 it must first be transferred to the workstation. The following screen shows how to transfer a 3999 from the DOIS mainframe to the DOIS workstation. Any changes made to a 3999 are show in the audit trail report.

# Delivery Operations Information System (DOIS)

## 3999's on the DOIS Mainframe

**Delivery Operations Information System (DOIS)**

File Application Options Window Help

Workload Status Supervisor Workbench

### 3999 Data Transfer

Records on Mainframe

|   | Route Number | Data Capture Date | Street Analysis Type |
|---|--------------|-------------------|----------------------|
| ▶ | 21001        | 08/24/2001        | Full 3999            |
|   | 21001        | 01/03/2003        | Full 3999            |
|   | 21001        | 04/01/2004        | Full 3999            |
|   | 21002        | 06/06/2002        | Full 3999            |
|   | 21002        | 04/05/2004        | Full 3999            |
|   | 21003        | 09/14/2001        | Full 3999            |
|   | 21003        | 12/30/2002        | Full 3999            |
|   | 21005        | 05/10/2002        | Full 3999            |
|   | 21006        | 05/22/2002        | Full 3999            |
|   | 21006        | 03/29/2004        | Full 3999            |
|   | 21007        | 03/30/2001        | Full 3999            |
|   | 21007        | 04/17/2002        | Full 3999            |
|   | 21008        | 03/27/2001        | Full 3999            |
|   | 21008        | 05/03/2002        | Full 3999            |
|   | 21008        | 04/07/2004        | Full 3999            |
|   | 21009        | 02/15/2001        | Full 3999            |
|   | 21009        | 05/07/2002        | Full 3999            |

Transfer to Workstation

Records on Workstation

|  | Route Number | Data Capture Date | Street Analysis Type |
|--|--------------|-------------------|----------------------|
|--|--------------|-------------------|----------------------|

Select All Transfer to Mainframe

Close

Current User: RODGER CONFORTI  
Current Unit: DIXON, MAIN POST OFFICE, 6102101

☐ Change Delivery Unit

**DOIS**



# Delivery Operations Information System (DOIS)

## A 3999 transferred to the workstation

 **Delivery Operations Information System (DOIS)**

File Application Options Window Help

**Workload Status** | **Supervisor Workbench**

**3999 Data Transfer**

Records on Mainframe

|   | Route Number | Data Capture Date | Street Analysis Type |
|---|--------------|-------------------|----------------------|
|   | 21001        | 08/24/2001        | Full 3999            |
|   | 21001        | 01/03/2003        | Full 3999            |
| ▶ | 21001        | 04/01/2004        | Full 3999            |
|   | 21002        | 06/06/2002        | Full 3999            |
|   | 21002        | 04/05/2004        | Full 3999            |
|   | 21003        | 09/14/2001        | Full 3999            |
|   | 21003        | 12/30/2002        | Full 3999            |
|   | 21005        | 05/10/2002        | Full 3999            |
|   | 21006        | 05/22/2002        | Full 3999            |
|   | 21006        | 03/29/2004        | Full 3999            |
|   | 21007        | 03/30/2001        | Full 3999            |
|   | 21007        | 04/17/2002        | Full 3999            |
|   | 21008        | 03/27/2001        | Full 3999            |
|   | 21008        | 05/03/2002        | Full 3999            |
|   | 21008        | 04/07/2004        | Full 3999            |
|   | 21009        | 02/15/2001        | Full 3999            |
|   | 21009        | 05/07/2002        | Full 3999            |

Transfer to Workstation

Records on Workstation

|   | Route Number | Data Capture Date | Street Analysis Type |
|---|--------------|-------------------|----------------------|
| ▶ | 21001        | 04/01/2004        | Full 3999            |

Select All

Transfer to Mainframe

Close

Current User: RODGER CONFORTI  
Current Unit: DIXON, MAIN POST OFFICE, 6102101

☐ Change Delivery Unit

**DOIS** 

Unit Maint  
Report  
Inspection  
er  
ail  
Report

# Delivery Operations Information System (DOIS)

A 3999 on the DOIS workstation waiting to be edited


**3999 Data Capture / Summary**

Route Number: 21001
Data Capture Date: 04/01/2004
Street Analysis Type: Full 3999

3999 Data Capture | 3999 Data Summary | 3999 Function Analysis

|         | Delivery Method | Block Number and Street Name | Trvl Pat | Enter Block | Actual Time | Res other | Res curb | Res ndcbu | Res cent | Res made | Bus other | Bus curb | Bus ndcbu | Bus cent | Bus made | Det po /npu |
|---------|-----------------|------------------------------|----------|-------------|-------------|-----------|----------|-----------|----------|----------|-----------|----------|-----------|----------|----------|-------------|
|         |                 | VEHICLE LOAD                 |          | 9:17:33 AM  | 0:06:13     |           |          |           |          |          |           |          |           |          |          |             |
|         |                 | TRAVEL TO                    |          | 9:23:46 AM  | 0:07:42     |           |          |           |          |          |           |          |           |          |          |             |
|         |                 | PARCEL DELIVERY              |          | 9:31:28 AM  | 0:00:45     |           |          |           |          |          |           |          |           |          |          |             |
|         | Othr            | 1000 - 1098 IDLE OAKS RUN    | E        | 9:32:13 AM  | 0:02:31     | 0         | 4        | 0         | 0        | 4        | 0         | 0        | 0         | 0        | 0        | 0           |
|         | Othr            | 301 - 317 FOX TROT           | O        | 9:34:44 AM  | 0:00:35     | 0         | 1        | 0         | 0        | 1        | 0         | 0        | 0         | 0        | 0        | 0           |
|         | Othr            | 1001 - 1099 WOODHILL CIR     | O        | 9:35:19 AM  | 0:01:13     | 0         | 4        | 0         | 0        | 3        | 0         | 0        | 0         | 0        | 0        | 0           |
|         | Othr            | 1000 - 1098 WOODHILL CIR     | E        | 9:36:32 AM  | 0:01:28     | 0         | 5        | 0         | 0        | 4        | 0         | 0        | 0         | 0        | 0        | 0           |
|         | Othr            | 319 - 399 FOX TROT           | O        | 9:38:00 AM  | 0:00:54     | 0         | 3        | 0         | 0        | 3        | 0         | 0        | 0         | 0        | 0        | 0           |
|         | Othr            | 301 - 399 DEER CHASE         | O        | 9:38:54 AM  | 0:00:17     | 0         | 1        | 0         | 0        | 1        | 0         | 0        | 0         | 0        | 0        | 0           |
|         | Othr            | 500 - 598 DEER CHASE         | E        | 9:39:11 AM  | 0:00:54     | 0         | 1        | 0         | 0        | 1        | 0         | 0        | 0         | 0        | 0        | 0           |
|         | Othr            | 300 - 398 FOX TROT           | E        | 9:40:05 AM  | 0:01:42     | 0         | 5        | 0         | 0        | 5        | 0         | 0        | 0         | 0        | 0        | 0           |
|         | Othr            | 200 - 298 FOX TROT           | E        | 9:41:47 AM  | 0:00:55     | 0         | 3        | 0         | 0        | 3        | 0         | 0        | 0         | 0        | 0        | 0           |
|         | Othr            | 1100 - 1198 NORTHRIDGE       | E        | 9:42:42 AM  | 0:00:52     | 0         | 1        | 0         | 0        | 1        | 0         | 0        | 0         | 0        | 0        | 0           |
|         |                 | PARCEL DELIVERY              |          | 9:43:34 AM  | 0:00:31     |           |          |           |          |          |           |          |           |          |          |             |
|         | Othr            | 200 - 298 FIELDSTONE LN      | E        | 9:44:05 AM  | 0:01:01     | 0         | 1        | 0         | 0        | 1        | 0         | 0        | 0         | 0        | 0        | 0           |
| Totals: |                 |                              |          |             | 5:46:14     | 323       | 213      | 0         | 6        | 479      | 11        | 1        | 0         | 0        | 9        | 0           |

Edit Possible Deliveries
Insert
Delete
Mileage Data

Non-Delivery Point Code Key

C - Collection Point
D - Dismount
R - Relay
P - Park Point

Preview Audit Trail
Preview 3999
Save
Close

# Delivery Operations Information System (DOIS)

3999 data summary screen for a route captured on 04/01/04

**3999 Data Capture / Summary**

Route Number: 21001      Data Capture Date: 04/01/2004      Street Analysis Type: Full 3999

3999 Data Capture    **3999 Data Summary**    3999 Function Analysis

**Time Breakdown**

| Description               | Time    |
|---------------------------|---------|
| Vehicle Load              | 0:06:13 |
| Travel To                 | 0:07:42 |
| Travel From               | 0:04:22 |
| Vehicle Unload            | 0:02:12 |
| Relay Time                | 0:15:44 |
| Other Street Time         | 0:42:44 |
| Non Recurring Street Time | 0:00:00 |
| Total Allied Time         | 1:18:57 |
| Total Delivery Time       | 3:57:17 |
| Total Gross Time          | 5:16:14 |
| Lunch Time                | 0:30:00 |

**Additional Detail Analysis**

|                                                                     |         |
|---------------------------------------------------------------------|---------|
| Total Possible Deliveries                                           | 554     |
| Total Deliveries Made                                               | 488     |
| % Deliveries Made (Total Deliveries Made/Total Possible Deliveries) | 88.1%   |
| Total Other Street Time less Break Time                             | 0:32:44 |
| Other Street Time Average per Delivery Made (sec)                   | 4.02    |

Preview Audit Trail    Preview 3999    Save    Close

# Delivery Operations Information System (DOIS)

## 3999 Functional Analysis tab for 3999

 **3999 Data Capture / Summary** [-] [ ] [X]

Route Number: 21001      Data Capture Date: 04/01/2004      Street Analysis Type: Full 3999

3999 Data Capture

3999 Data Summary

3999 Function Analysis

Function Analysis

| Function Description        | Total Time |
|-----------------------------|------------|
| Relay Time                  | 0:15:44    |
| Travel To                   | 0:07:42    |
| Travel From                 | 0:04:22    |
| Vehicle Load                | 0:06:13    |
| Vehicle Unload              | 0:02:12    |
| Other Street Time*          | 0:42:44    |
| Non-Recurring Street Time** | 0:00:00    |
| Total Allied Time           | 1:18:57    |

\* Other Street Time Detail

| Function Description | Total Time |
|----------------------|------------|
| Travel Within        | 0:19:55    |
| Accountable Delivery | 0:02:47    |
| Parcel Delivery      | 0:07:12    |
| Street Break Time    | 0:10:00    |
| Collection Time      | 0:00:00    |
| Deadhead Time        | 0:02:50    |
| Personal Needs       | 0:00:00    |
| Customer Contact     | 0:00:00    |
| Gas Vehicle          | 0:00:00    |
| Totals               | 0:42:44    |

\*\* Non-recurring Street Time Detail

| Function Description       | Total Time |
|----------------------------|------------|
| Backtracking               | 0:00:00    |
| Animal Interference        | 0:00:00    |
| Waiting for Relays         | 0:00:00    |
| Waiting for Transportation | 0:00:00    |
| Waiting - Other            | 0:00:00    |
| Temporary Detail           | 0:00:00    |
| Management Time            | 0:00:00    |
| Accident                   | 0:00:00    |
| Miscellaneous Other        | 0:00:00    |
| Totals                     | 0:00:00    |

Preview Audit Trail

Preview 3999

Save

Close



# Delivery Operations Information System (DOIS)

## Audit trail for 3999 captured on 04/01/04

## 3999 Audit Trail Report

RESTRICTED INFORMATION

Zip Code:

Route Number:

Data Capture Date 04/01/2004

[illegible]