Reports, Forms, and Calculations

Major Reports and Forms: Definitions

Reports are generated using the Crystal Reports application and display pertinent DOIS data. Forms have a standard layout that is designed in the FormFlow application. The forms supported by DOIS are electronic replicas of the existing USPS forms. The following tables describe each report and form and their location in DOIS.

Budget Detail Reports
These reports (Weekly Summary by AP and Daily Summary by Week) display the budget information for the delivery unit.

Location: Budget Detail Reports window accessed from the Planning and Scheduling tab of the Supervisor Workbench.

CSDRS Daily Worksheet
This report displays mail condition and DPS savings statistics that support the data entry activities a delivery unit supervisor performs using the CSDRS application.

Location: Performance Reports tab of the Supervisor Workbench.

CSDRS Weekly Worksheet
This report displays DPS savings statistics that support the data entry activities a delivery unit supervisor performs weekly using the CSDRS application.

Location: Performance Reports tab of the Supervisor Workbench.

Delivery Unit Seniority Report
This report displays a list of carriers and their seniority dates for a given delivery unit.

Location: Route and Unit Maintenance tab of the Supervisor Workbench.

Dispatch Feedback Report
This report displays a history of plant dispatches to the delivery unit for a particular AP.

Location: Performance Reports tab of the Supervisor Workbench.

DPS Analysis Report
This report is used to determine what routes, if any, require a minor adjustment because of an increase or decrease in delivery point sequenced mail volumes.

Location: Route and Unit Maintenance tab of the Supervisor Workbench.

FLASH Statistics Worksheet
This worksheet displays a weekly summary of volume totals to be entered into the National FLASH system.

Location: Performance Reports tab of the Supervisor Workbench.

Individual Weekly Performance Report
This report displays the performance of all carriers in the delivery unit. Information is sorted according to employee type. This information can be displayed in a bar and/or trend graph.

Location: Performance Reports tab of the Supervisor Workbench.

Overtime Worksheet
This worksheet tracks overtime among carriers in the delivery unit based on data captured by the Overtime Tracking function.

Location: Planning and Scheduling tab of the Supervisor Workbench.

Revised Carrier/ Route Assignment
This report displays a carrier or route assignment on a specific day. The version for the delivery unit supervisor contains enter times, exit times, and duration. The carrier's version does not contain these times.

Location: Daily Workload Management tab of the Supervisor Workbench.

Route Base Information Report
This report lists basic route information for all regular and miscellaneous routes within the delivery unit such as base volumes, base times, percent to standard, fixed office time, Office Efficiency Indicator (OEI), Street Efficiency Indicator (SEI), and transportation type.

Location: Route and Unit Maintenance tab of the Supervisor Workbench.

Route/Carrier Daily Performance Report
This report displays daily performance information for the delivery unit. The report includes mail volumes and office and street performance indicators.

Location: Performance Reports tab of the Supervisor Workbench.

Route Information Card
The Route Information Card provides a route summary that can be placed on a carrier's case. Items such as carrier information, cased mail volumes, and office and street base times for a route are displayed on the report. This report is a reference tool for both delivery unit supervisors and carriers.

Location: Route and Unit Maintenance tab of the Supervisor Workbench.

Routes Pending Special Inspection Report
The Routes Pending Special Inspection Report is used by delivery unit supervisors to identify routes that are receiving auxiliary assistance and/or overtime on a recurring basis. This aids in the prevention of carriers requesting a special inspection if they meet the criteria outlined in the M-39 Manual, Section 271G.

Location: Route and Unit Maintenance tab of the Supervisor Workbench.

Route Review Report
The Route Review Report lists the current and base route information for each route in the delivery unit or facility. Delivery unit supervisors can use this report to review the routes in their delivery units and compare each route to its adjusted values.

Location: Route and Unit Maintenance tab of the Supervisor Workbench.

Unit Daily Performance Report
This report displays daily performance information over the course of one week for a delivery unit. The report includes Mail Volumes, Work Hours Analysis, and Productivity Analysis.

Location: Performance Reports tab of the Supervisor Workbench.

Unit Recap Report
Delivery unit supervisors and route examiners can use this report to compare the performance of each route from the week of inspection to their PS Form 1840-B data. They can also use this report to review adjustments that were made to each route and to review how each route is performing after these changes are implemented. In addition, this report can be used to perform a yearly review.

Location: Route and Unit Maintenance tab of the Supervisor Workbench and the Reports and Forms menu of the Route Inspections and Adjustments Workbench.

Weekly Schedule Report
This report displays the Weekly Schedule for a service week. This report can be printed with current week or next week schedule.

Location: Planning and Scheduling tab of the Supervisor Workbench or Weekly Schedule window.

Work Assignment Overtime Report
This report displays the overtime performed by a carrier on their regular route for a selected year – quarterly period. The report displays the amount of work assignment overtime for each date in the selected quarter.

Location: Planning and Scheduling tab of the Supervisor Workbench.

Workhour/Workload Report
This report displays a breakdown of the hours spend on a route by route, carrier, or by all routes for a given day or date range. It also includes performance factors based on the hours worked and the volumes associated with those hours.

Location: Performance Reports tab of the Supervisor Workbench.

Workload Status Report
This report displays the current day's workload status of the delivery unit.

Location: Daily Workload Management tab of the Supervisor Workbench.

Workhour Discrepancy Report
This report displays times a carrier was projected to spend and actually spent on activities for each route they worked on for a given day.

Location: Daily Workload Management tab of the Supervisor Workbench.

PS Form 1564A – Route Instructions
This form displays delivery instructions for each route.

Location: Daily Workload Management tab of the Supervisor Workbench.

PS Form 1813 – Late Leaving/Returning
This form displays all routes, indicating which routes that either leave the delivery unit late or return to the delivery unit late for any given day.

Location: Performance Reports tab of the Supervisor Workbench.

PS Form 3971 – Create Vacancy
This form allows the delivery unit supervisor to document an employee absence, record type of leave and the duration of absence requests.

Location: Daily Workload Management and Planning and Scheduling tab of the Supervisor Workbench.

PS Form 3972 – Absence Analysis
This form displays employee absences for a selected calendar year.

Location: Performance Reports tab of the Supervisor Workbench.

PS Form 3999 – Inspection of Letter Carrier Route
This function displays all pertinent information concerning the carrier's street performance for a route on a day of inspection. Delivery unit supervisors may use this report anytime to access route structure and update the pivot plan.

Location: Route and Unit Maintenance tab of the Supervisor Workbench.

PS Form 3999 – Manual Entry

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

Location: Route and Unit Maintenance tab of the Supervisor Workbench.

Major Reports: Fields and Calculations

Workload Status Report

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

Workload Status Report Descriptions

Column Name	Functional Description	Calculation
Route	The 5 digit route number.	N/A
Carrier	The name of the carrier(s) assigned to the route for the current date.	N/A
Type	The type of carrier (REG, Carrier Technician T-6, PTF, UAR, etc).	N/A
Overtime Desired List (OTDL)	The overtime status of the carrier (WA, 10, 12, or blank).	N/A
Projected Route Overtime/ Undertime (Proj Route OT/UT)	The projected overtime or undertime for the carrier assigned to the route. *Note:* If a carrier is assigned to multiple routes, their total OT/UT is displayed against the one route for which they are the principal carrier (route owner)	<u>If route has a carrier scheduled:</u> +/- Column = Total earned hours +/- auxiliary assistance provided/received + miscellaneous office time + miscellaneous street time + miscellaneous route street time – 8 hours.

	(OT/UT is displayed as 0:00 for the other routes). When the Regular Carrier is scheduled on his/her route, the Percent to Standard used in this calculation is the Percent to Standard from the last inspection and or adjustment documentation. If any other carrier is scheduled on the route the Percent to Standard defaults to 100.	<u>If route has a carrier scheduled and is an auxiliary route:</u> +/- Column = Total earned hours +/- auxiliary assistance provided/received + miscellaneous office time + miscellaneous street time + miscellaneous route street time – base hours. Total Earned Hours = Office Earned Hours + Base Street Time Office Earned Hours = ((Current Day AM Caseable Pieces + Previous Day PM Cased Pieces) /70) / 60 min + (Total Casing Hours * Percent to Standard) + Fixed Office Time + Break Time Current Day AM Caseable Pieces = Total Current Day AM Caseable Flats + Total Current Day AM Caseable Letters (including automated caseable letters) Previous Day PM Cased Pieces = Total Previous Day PM Cased Flats + Total Previous Day PM Cased Letters Total Casing hours = (Total Current Day AM Caseable Letters/18)/60 min + (Total Current Day AM Caseable Flats/8)/60 min Miscellaneous Route Street Time = Full Coverage Factor Time + Parcels Over Base Time

		If route is Vacant and mail volumes have been captured: +/- column = Total Earned Hours – Total Base Hours The Percent to Standard used in calculating the Earned Hours for a Vacant route is 100. If route is Vacant and mail volumes have NOT been captured: +/- column = Total Earned Hours – Total Base Hours i.e. +/- column = (Fixed Office Time + Base Street Time) – (Base Office Time + Base Street Time) i.e. +/- column = Fixed Office Time – Base Office Time
AM Available		
Percent Standard (% Std)	The proven office efficiency of the regular carrier for the route as calculated during the last route inspection. This value indicates the regular carriers casing speed as a percentage of the minimum required speed. 100% indicates that the carrier cases to the required rate (i.e. the carrier cases letters at a rate of 18 letters per minute and flats at a rate of 8 flats per minute). A figure less than 100% indicates the carrier cases at a speed greater than the	From the most recent route inspection: PS Form 1840: Net Office Time / Standard Office Time

	minimum standard. *Note:* *If any other carrier is scheduled on the route, Percent to Standard defaults to 100%.*	
Letters	The total caseable letter mail volume for the day.	Caseable letters + caseable automated letters
Flats	The total caseable flat mail volume for the day.	Caseable flats + caseable automated flats
Parcel Post (PP)	The total parcel post and priority piece count for the day.	Parcel post + priority pieces
Delivery Point Sequenced Mail (DPS)	Delivery Point Sequenced Mail. DPS mail is automatically sorted into the correct sequence and is therefore not cased.	N/A
Sequenced Pieces (Seq Pcs)	Mail that has already been sorted into delivery point sequence and therefore not cased.	N/A
AM Curtailed		
Letters	The total curtailed letter mail volume for the day.	N/A
Flats	The total curtailed flat mail volume for the day.	N/A
Office Workload & Projected Leave Time		
Projected Office Hours (Proj Office Hours)	The amount of time that the carrier is projected to spend in the office.	[((Letter Pieces / 18) + (Flat Pieces / 8) + (AM Letter Pieces + AM Flat Pieces + PM Letters + PM Flats) / 70) * Percent to Standard] / 60 *Note:* See Projected Overtime/Undertime calculation for Total Earned

		Hours calculation.
Auxiliary Provided (+) Received (-) (Aux Prov (+) Rcvd (-))	The amount of auxiliary assistance the carrier provided to another route in the office / amount of auxiliary assistance the carrier received from another carrier in the office. *Note:* The report displays a separate line for each carrier that works on a route.	Office auxiliary assistance provided – office auxiliary assistance received
Miscellaneous Office Time (Misc Office Time)	Miscellaneous office time. This represents additional time in the office that is credited to a carrier to account for miscellaneous activities (for example, safety talks).	N/A
Projected Leave Time (Proj Leave Time)	The time it is projected the carrier will leave the office for the street.	Projected Leave Time = Start Time + Earned Office Hours + (Office auxiliary assistance provided to another route – Office auxiliary assistance received from another carrier) + Miscellaneous Office Time – PM Office Time
Leave Time Variance (Leave Time Var)	The difference between the projected leave office time and the base scheduled leave office time.	Projected Leave Time – Base Scheduled Leave Office Time
Street Workload & Projected Leave Time		
Base Street Hours	The base street hours for the route as calculated during the last inspection or adjustment.	N/A
Auxiliary Provided (+) Received (-) (Aux Prov (+) Recd (-))	The amount of auxiliary assistance the carrier provided to another route on the street / amount of	Street auxiliary assistance provided-street auxiliary assistance received

	auxiliary assistance the carrier received from another carrier on the street.	
Miscellaneous Street Time (Misc Street Time)	Miscellaneous street time. This represents additional time spent on the street that is credited to a carrier to account for miscellaneous activities (for example, travel time).	N/A
Projected Return Time (Proj Return Time)	The time that it is projected that the carrier will return to the office from the street.	Projected Leave time + Base Street Hours + (Street auxiliary assistance provided to another route – Street auxiliary assistance received from another carrier) + Miscellaneous Street Time + Lunch Break (Primary Lunch Hours for Carrier)
Return Time Variance (Return Time Var)	The difference between the projected return from street time and the base scheduled return from street time.	Projected Return Time – Base Scheduled Return from Street Time
Unit Totals		
	These values represent a summation of each column on the report.	N/A
Unit Summary		
Volume		
Total Case	The total caseable mail volume for the day for the unit.	Unit total letters + unit total flats
Total Base	The total base caseable mail volume for the unit.	Unit base letters + unit base flats
Authorized Hours		
Projected Hrs (Proj Hrs)	The total number of hours earned that it is projected that the unit will utilize for the day.	Unit total projected earned office hours + unit total projected street hours

	Note: This total reflects the projected hours earned and is therefore based solely upon the day's mail volumes (for office time) and base street times. It does not include miscellaneous office and street time. This is so that supervisors can view the raw projections based upon the day's mail volumes before other times were added. Miscellaneous time is, however, included in the Total Rte time (see below).	
Base Hours (Base Hrs)	The total base office and street hours for the unit.	Sum of the base office and street hours for each route in the unit.

Budget Hours (Budget Hrs)	The number of hours budgeted for the unit for that day. *Note:* This value is based on the budget for the current accounting period and week and will only be populated if the unit's budget has been entered into DOIS. This value is calculated based upon daily mail volume percentages and therefore depends upon the day of the week. For example, Monday will have a higher mail volume percentage than Tuesday and therefore be allotted a greater budget of hours. Only hours for LDC's 21, 22 and 29 (office, street and router hours) are included in the calculation.	Total budgeted hours for the day. See Annual Budget window.
Workload Hours		
Total Office (Total Ofc)	The total projected office hours for the unit. *Note:* This total includes miscellaneous office time.	Projected office hrs (earned office hrs) + Misc Office time

Total Street (Total Str)	The total projected street hours for the unit. *Note:* This total includes miscellaneous street time.	Base street hrs + (street aux prov/recvd) + misc street time
Total Route (Total Rte)	The total projected street and office hours for the unit. *Note:* This total includes miscellaneous office and street time.	Total ofc + total str
Overtime (OT)	The total overtime projected for the delivery unit for the day.	See Overtime rules.
Annual Leave (AL)	The total annual leave hours for the delivery unit for that day.	N/A
Sick Leave (SL)	The total sick leave hours for the delivery unit for that day.	N/A

Route/Carrier Daily Performance Report

This report assists delivery unit supervisors in evaluating the performance of all routes within a delivery unit for a single day. The Route/Carrier Daily Performance/Analysis Report allows delivery unit supervisors to compare projections from DOIS with actuals loaded from ETC. The report is broken up into six sections. The general information section details information about the route, the carrier's name, assignment type code, and employee type. The Mail Volumes section displays Cased Flats and Letters; and Delivered DPS, Total, and Parcels/Priority volumes. The AM Office Assignments portion includes projected, actual, and variance hours, as well as for the carriers' Leave Times. The Street Assignments section contains the projected, actual, and variance for street hours and carriers' Return Times. The PM Office section includes the actual and variance PM Office hours. Unit Totals are shown at the bottom of the report and sum the information associated with the routes, not the carriers. The report can be printed the following day after ETC information has been uploaded into DOIS. The following table describes the items in the Route/Carrier Daily Performance Report.

Route/Carrier Daily Performance Report Descriptions

Column Name	Functional Description	Calculation
Route (Rte)	Lists the 5-digit route number to which hours have been associated in ETC. *Note:* An XXXXX route designates routes to which hours have been clocked that DOIS does not recognize (e.g., when a carrier clocked to a 3-digit route number). Routes appear only once on the report.	N/A

Carrier Name	Lists the name of carriers who have clocked to a route associated with the unit. Carrier names appear in rows following the row containing the route number to which they have clocked. *Note:* Carrier names may appear more than once, depending on the number of routes to which carriers clocked.	N/A
Type	Employee Type. This information comes from ETC.	N/A
Assigned (Assn)	Indicates whether the carrier is assigned as the primary carrier on the entire route, in the office or on the street, or is providing office or street auxiliary assistance. A value of "unknown" designates an assignment to which a carrier clocked but for which the supervisor did not plan in DOIS on the given day.	N/A
Mail Volumes		
Cased		
Letter (Ltr)	Total cased letters for the route. (Not equal to the amount delivered). *Note:* This value is associated with the route, not the carrier.	(Caseable AM letters + automated letters) + (yesterday's PM avail case letters) – (today's curtailed and delayed volume)

Flat (Flt)	Total cased flats for the route. (Not equal to the amount delivered). *Note:* This value is associated with the route, not the carrier.	(Caseable AM flats + automated flats) + (yesterday's PM avail case flats) – (today's curtailed and delayed volume)
Delivered		
Delivery Point Sequence (DPS)	Total DPS mail to be delivered by the carrier(s) for the route. *Note:* This value is associated with the route, not the carrier. DPS mail does not impact projected office time.	Total DPS mail
Sequenced (Seq)	Total sequenced mail to be delivered by the carrier(s) for the route. *Note:* This value is associated with the route, not the carrier.	Total sequenced letters + total sequenced flats – (delayed sequenced flats + delayed sequenced letters) – (curtailed flats + curtailed letters)
Total	Total mail to be delivered by the carrier(s) for the route. *Note:* This value is associated with the route, not the carrier.	Total delivered letters + total delivered flats + total sequenced mail + total DPS *Note:* Delivered letters and flats are not equal to cased letters and flats.

Parcel Post (PP)	Total parcels and total priority mail to be delivered by the carrier(s) for the route. *Note:* This value is associated with the route, not the carrier.	(Total AM parcels – total delayed parcels) + (total AM priority – total delayed priority)
AM Office Assignments		
Office Hours		

Projected (Proj)	Associated with the route The total office hours that were projected to be utilized for the route, based on the volumes for the day. Associated with the carrier The total office hours that were projected to be used by the carrier. *Note:* This value accounts for auxiliary assistance, line item time, and miscellaneous time.	Associated with the route Earned hours - base street hours *Note:* Earned hours = base street hours + projected office hours (see Workload Status Report.) Associated with the carrier When a Carrier is assigned the Office portion of a route: Assigned Office Hours + Miscellaneous Office Hours When a Carrier is assigned to all of a route: Earned hours – (Base Street Hours + Office Auxiliary Hours) + Miscellaneous Office Hours When a Carrier is offering Auxiliary Assistance to another route: The amount of office Auxiliary Assistance Assigned
Actual (Act)	Associated with the route The total actual am office time worked in the office (LDC 21, 29) by all carriers who clocked to the route. Associated with the carrier The total actual am office time worked in the office (LDC 21, 29) by the carrier on the specified route.	N/A

Variance (Var)	Associated with the route The difference between the projected office hours for the route and actual office hours for the route. Associated with the carrier The difference between the time it was projected that the carrier would work on the route in the office and the actual time the carrier worked in the office for the route. *Note:* A positive number denotes more hours were worked than projected; a negative number denotes less hours were worked than projected.	Associated with the route Actual office hours for the route – projected office hours for the route Associated with the carrier Actual office hours worked by the carrier – projected office hours worked by the carrier
Leave Time		
Projected (Proj)	The estimated leave time based on earned hours. *Note:* This value is associated with the carrier who is assigned all of the route.	Start time + (Earned Office Hours – PM Office Time) + (Office auxiliary provide to another route – Office auxiliary received from another carrier) + Miscellaneous Office Time where PM Office Time = End Tour Time – Return Tour Time
Actual (Act)	The actual leave time for the route, based on the carrier's clockrings in ETC. *Note:* This value is associated with the carrier who owns the office portion of the route.	N/A

Variance (Var)	The difference between the projected and the actual leave time for the carrier, for the given route. *Note:* A positive number denotes more hours were worked than projected; a negative number denotes less hours were worked than projected.	Actual leave time – projected leave time
Street Assignments		
Street Hours		
Projected (Proj)	Associated with the route The total street hours projected, based on base street time. Associated with the carrier The total street hours to be used by the carrier. *Note:* This value accounts for auxiliary assistance and miscellaneous street time.	Associated with the route Base street time Associated with the carrier When a carrier is assigned to the street portion of a route: Assigned street hours + miscellaneous street time When a carrier is assigned to all of a route: Base street time – street auxiliary assistance hours When the carrier is offering auxiliary assistance: The amount of auxiliary assistance assigned
Actual (Act)	Associated with the route The total actual time worked on the street (LDC 22) by all carriers who clocked to the route. Associated with the carrier The total actual time worked on the street (LDC 22) by the carrier on the specified route.	N/A

Variance (Var)	Associated with the route The difference between the projected street hours for the route and the actual street hours for the route. Associated with the carrier The difference between the projected and the actual street hours for the carrier, for the given route. *Note:* A positive number denotes more hours were worked than projected; a negative number denotes less hours were worked than projected.	Associated with the route Actual street hours for the route – projected street hours for the route Associated with the carrier Actual street hours for the carrier on the route – projected street hours for the carrier on the route
Return Time		
Projected (Proj)	The estimated return time of the carrier who owns the street portion of the route.	Projected Return Time = Projected Leave time + Base Street Hours + (Street auxiliary assistance provided to another route – Street auxiliary assistance received from another carrier) + Miscellaneous Street Time + Lunch Break (Primary Lunch Hours for Carrier)
Actual (Act)	The actual return time of the carrier who owns the street portion of the route, based on ETC clockrings.	N/A

Variance (Var)	The difference between the projected and the actual return time for the carrier who owns the street portion of the route. *Note:* A positive number denotes more hours were worked than projected; a negative number denotes less hours were worked than projected.	Actual return time – projected return time
PM Office		
Actual (Act)	<u>Associated with the route</u> The total actual PM office time worked by all carriers who clocked to the route. <u>Associated with the carrier</u> The total actual PM office time worked by the carrier on the specified route.	N/A
Variance (Var)	<u>Associated with the route</u> The difference between the route level base data as a projected amount and the sum by route of the carrier level worked data as an actual amount becomes the PM Office Variance. *Note:* A positive number denotes more hours were worked than projected; a negative number denotes less hours were worked than projected.	<u>Associated with the route</u> Actual total PM office time for the route – projected total PM office time for the route
Total Hours		

Projected (Proj)	Associated with the route Total hours projected to be worked by all carriers on the route for the day. Associated with the carrier Total hours projected to be worked by the carrier on the route for the day.	Associated with the route Total projected office hours for route + total projected street hours for route Associated with the carrier Carriers projected office hours on the route + carriers projected street hours on the route
Actual (Act)	Associated with the route The total actual hours (from ETC) worked by all carriers on the route for the day. Associated with the carrier The total actual hours (from ETC) worked by the carrier on the route for the day.	N/A
Variance (Var)	Associated with the route The difference between the actual total hours and projected total hours for the route. Associated with the carrier The difference between the actual total hours for the carrier on the given route and the projected hours for that carrier on the route. *Note:* A positive number denotes more hours were worked than projected; a negative number denotes less hours were worked than projected.	Associated with the route Actual total hours for the route – projected total hours for the route Associated with the carrier Actual total hours for the carrier on the route – projected total hours for the carrier on the route

Overtime (OT)	The DOIS OT rules determine these calculations, associated with the route and also with the carrier. OT for the Carrier The OT total associated with the carrier represents all OT the carrier worked that day. It is possible that the carrier received the OT while working on another route and possibly in another delivery unit. OT for the Route The OT for the route is the total of all OT worked by the carriers who worked on that particular route. For more information regarding DOIS OT rules, please refer to the "Overtime Rules (as in DOIS Application)" document. Or, refer to Overtime Rules in On-Line Help.	N/A
Totals		
	Totals are not calculated for the Leave Time and Return Time sections of this report; totals are calculated for all other columns, listed below. Note: All totals are now associated with the *route* and not the carrier (except OT).	N/A
Totals – Mail Volumes		
Cased		
Letter (Ltr)	Total of all cased letter volumes to be delivered for all routes in unit.	N/A

Flat (Flt)	Total of all cased flat volumes to be delivered for all routes in the unit.	N/A
Delivered		
Delivery Point Sequencing (DPS)	Total of all DPS volumes for all routes in the unit.	N/A
Sequenced (Seq)	Total of all sequenced volumes to be delivered for all routes in the unit.	N/A
Total	Total of all volumes to be delivered for all routes in the unit.	N/A
Parcel Post (PP)	Total of all parcel and priority post volumes to be delivered for all routes in the delivery unit.	N/A
Totals – AM Office Assignments		
Office Hours		
Projected (Proj)	Total of all projected office hours for all routes in the unit.	N/A
Actual (Act)	Total of all actual office hours (LDC 21, 29) for all routes in the unit.	N/A
Variance (Var)	Total of all office hour variances for all routes in the unit.	N/A
Totals – Street Assignments		
Street Hours		
Projected (Proj)	Total of all projected street hours for all routes in the unit.	N/A
Actual (Act)	Total of all actual street hours (LDC 22) for all routes in the unit.	N/A
Variance (Var)	Total of all street hour variances for all routes in the unit.	N/A
Totals – PM Office		
Actual (Act)	Total of all PM office hours for routes in the unit.	N/A

Totals – Total Hours		
Projected (Proj)	Total of all projected hours for all routes in the unit.	N/A
Actual (Act)	Total of all actual hours (LDC 21, 22, 29) for all routes in the unit.	N/A
Variance (Var)	Total of all variances for all routes in the unit.	N/A
Overtime (OT)	Total of all OT worked on all routes in the unit. *Note:* It is possible that the carriers received OT while working on another route and possibly in another delivery unit. For this reason, this total will not necessarily match the unit OT total on the Unit Daily Performance Report.	N/A

Unit Daily Performance Report

This report lists daily performance information over the course of one week for a delivery unit. The report includes a breakdown of mail volumes (letters, flats, DPS, delayed, curtailed, sequenced and parcel and priority pieces); an analysis of the delivery unit's work hours (projected values for the office and street, and route times; LDC 23, 24, 26, 27, 28 and 92 times; and variances and percent variances for office and street times); a breakdown of the following: total office, street, and budgeted projected and actual hours, as well as OT and sick leave hours for the day, and total and budgeted variance hours; an analysis of productivity indicators; and, finally, a comparison of actual deliveries to budget. The Weekly Totals section contains a summary of the figures for the week to date. (Note: The Productivity Analysis section in the weekly totals is only populated after the weekly batch on Sunday). The following table describes each item in the Delivery Unit Daily Performance Report.

Unit Daily Performance Report Descriptions

Column Name	Functional Description	Calculation
Day	The day of the week and date.	
Mail Volumes		
Cased		
Letter (Ltr)	The total letter volume cased for the day. (See Route/Carrier Daily Performance Report for details on letter volume calculation.)	N/A
Flat (Flt)	The total flat volume cased for the day. (See Route/Carrier Daily Performance Report for details on flat volume calculation.)	N/A
Total	The total letter and flat volume cased for the day.	Total letter volume + total flat volume
Delayed	The total mail volume delayed for the day.	N/A
Curtailed	The total mail volume curtailed for the day.	N/A

Rural Volume (Rural Vol)	DOIS does not handle rural carrier activities. This field serves as a reminder to delivery unit supervisors that if the unit contains rural volumes, those volumes are not reflected in DOIS.	N/A
Delivered		
Delivery Point Sequencing (DPS)	The total DPS mail volume for the day.	N/A
Sequenced (Seq)	The total sequenced volume for the day.	N/A
Total	The total mail volume delivered for the day. *Note:* The letters and flats are not equal to the cased amounts.	Total delivered letter volume + total delivered flat volume + total DPS volume + total sequenced volume
Parcel Post (PP)	The total parcel post and priority mail volume for the day.	Total parcel post volume + total priority mail volume
Work Hour Analysis By Type		
Office – LDC 21		
Projected (Proj)	The total projected office hours for the unit, for the day. This amount includes miscellaneous office time. *Note:* These hours are associated with the routes in the unit, and not with the carriers. The unit total is a sum of the route projections plus all miscellaneous work in the unit.	N/A
Actual (Act)	The total time worked in the office (LDC 21) for the unit for the day.	Earned hours – base street hours *Note:* Earned hours = base street hours + projected office hrs (based on volume). (See description of Workload Status report.)

Variance (Var)	The difference between unit actual office hours and unit projected hours. *Note:* A positive number denotes more hours were worked than projected; a negative number denotes less hours were worked than projected.	N/A
Percent Variance (%Var)	The percentage difference between the actual and the projected office hours for the unit. *Note:* A positive number denotes more hours were worked than projected; a negative number denotes less hours were worked than projected.	Actual office hours for the unit – projected office hours for the unit
Street – LDC 22		
Projected (Proj)	The total projected street hours for the unit, for the day. This amount includes miscellaneous street time and includes time scheduled for streeters (miscellaneous work assignment 09). *Note:* These hours are associated with the routes in the unit, and not with the carriers. The unit total is a sum of the route projections plus all miscellaneous work in the unit.	(Actual office hours – projected office hours) / (projected office hours * 100)
Actual (Act)	Total time worked on the street (in LDC 22) for the unit, for the day.	Total base street time + miscellaneous street time

Variance (Var)	The difference between the unit actual street hours and the unit projected hours. *Note:* A positive number denotes more hours were worked than projected; a negative number denotes less hours were worked than projected.	N/A
Percent Variance (%Var)	The percentage difference between the actual and projected street hours. *Note:* A positive number denotes more hours worked than projected; a negative number denotes less hours worked than projected.	Actual street hours – projected street hours
Oth City Del – LDC 23		
Projected (Proj)	The total projected time to be worked by the unit's carriers at other city units (LDC 23) for the day.	N/A
Actual (Act)	The total time worked by the unit's carriers at other city units (LDC 23) for the day.	(Actual street hours – projected street hours) / (projected street hours * 100)
SD/Clerk – LDC 24		
Projected (Proj)	The total projected clerk/special delivery messenger (LDC 24) time for the unit, for the day.	N/A
Actual (Act)	The total time worked by the unit's clerks/special delivery messengers (LDC 24) for the unit, for the day.	N/A
Carr Cust Support – LDC 26		
Projected (Proj)	The total projected carrier customer support (LDC 26) for the unit, for the day.	N/A

Actual (Act)	The total time worked on carrier customer support (LDC 26) for the unit, for the day.	N/A
Collection – LDC 27		
Projected (Proj)	The total projected time to be worked on collections (LDC 27) for the unit, for the day.	N/A
Actual (Act)	The total time worked on collections (LDC 27) for the unit, for the day.	N/A
City Carr/Tert Dist – LDC 28		
Projected (Proj)	The total projected city carrier/tertiary (LDC 28) time for the unit, for the day.	N/A
Actual (Act)	The total time worked by city carriers/tertiaries (LDC 28) for the unit, for the day.	N/A
Rtr Ofc – LDC 29		
Projected (Proj)	The total projected time to be worked by routers (LDC 29) for the unit, for the day.	N/A
Actual (Act)	The total time worked by routers (LDC 29) for the unit, for the day.	N/A
Training – LDC 92		
Projected (Proj)	The total projected training (LDC 92) time for the unit, for the day.	N/A
Actual (Act)	The total time used for training (LDC 92) for the unit, for the day.	N/A
Total		
Projected (Proj)	The total projected time in the unit, for the day. This value includes all hours listed above.	Proj LDC 21 + Proj LDC 22 + Proj LDC 23 + Proj LDC 24 + Proj LDC 26 + Proj LDC 27 + Proj LDC 28 + Proj LDC 29 + Proj LDC 92

Actual (Act)	The total time worked in the unit, for the day. This value includes all hours listed above.	Act LDC 21 + Act LDC 22 + Act LDC 23 + Act LDC 24 + Act LDC 26 + Act LDC 27 + Act LDC 28 + Act LDC 29 + Act LDC 92
Total Hours		
Projected Hours (Proj Hrs)	The total projected hours for LDCs 21 and 22 for the unit, for the day. Also includes all hours assigned for miscellaneous work assignments.	Proj LDC 21 + Proj LDC 22 + miscellaneous work assignments
Actual Hours (Act Hrs)	The total actual hours for LDCs 21 and 22 for the unit, for the day.	Act LDC 21 + Act LDC 22
Budgeted Hours (Bud Hrs)	The total sum of budgeted hours for a given day in a given delivery unit.	N/A
Budgeted Variance (Budget Var)	The difference between the unit actual total hours and the unit budgeted hours.	Budgeted Total Hours – Actual Total Hours
Total Variance (Total Var)	The difference between the unit actual total hours and the unit projected hours. *Note:* A positive number denotes more hours worked than projected; a negative number denotes less hours worked than projected.	Actual total hours – projected total hours

Overtime Hours (OT Hrs)	Total hours used as overtime by the unit, for the day. *Note:* This may not match the Route/Carrier Daily Performance Report because the carriers may have received the OT in another unit and the Route/Carrier Daily Performance Report does not show miscellaneous work assignments. This total includes OT worked on miscellaneous routes, unless the carrier also worked on a route that does appear on the report. See OT rules document for further information.	N/A
Sick Leave	Total hours used as sick leave by the unit, for the day.	N/A
Productivity Analysis		
Office		
Office Efficiency Indicator (OEI)	Office efficiency indicator. This value designates the average amount of time spent in the office on each possible delivery in the unit.	Possible Deliveries (PD) of Delivery Unit / Actual Office Hours of Delivery Unit
Pieces Per Hour (PPH)	Pieces per hour. This value designates the average amount of pieces per hour that a unit has cased in a given day.	Total Cased Letters and Flats – Total Curtailed and Delayed Letters and Flats / Office Time (LDC 21)
Street		
Minutes Per Delivery (MPD)	Minutes per delivery, designating the average amount of time spent delivering to each possible delivery in the unit.	MPD = Street Minutes of Delivery Unit/Possible Deliveries (PD) of Delivery Unit *Note:* Street Minutes of Delivery Unit = Actual Street Hours of Delivery Unit * 60

Street Efficiency Indicator (SEI)	Street efficiency indicator. This value designates the average amount of time spent delivering to each possible delivery in the unit.	Possible Deliveries (PD) of Delivery Unit / Actual Street Hours of Delivery Unit
Total		
Total Efficiency Indicator (TEI)	Total Efficiency Indicator. This value designates the overall efficiency of the unit.	Cumulative Deliveries / (LDCs 21, 22, 23, 24, 26, 27, 28, 29, and 92 hours)
Workload Effectiveness Indicator (WEI)	Workload Effectiveness Indicator. This value designates the overall effectiveness of the unit.	Total Projected Hours – Total Actual Hours / Total Projected Hours
Percent Overtime (OT%)	The percentage of total hours used by the unit which were used as overtime.	(OT hours / actual hours) * 100
Percent Sick Leave (S/L%)	The percentage of total hours used by the unit which were used as sick leave.	(S/L hours / actual hours) * 100
PDs		
Budget	The budgeted possible deliveries per day for the unit, as entered for the current AP in the Record Annual Budget by Week window.	N/A
Actual	The actual possible deliveries per day for the unit, as recorded in the AMS database.	N/A
Percent Variance (% Var)	The difference between the unit's budgeted and actual possible deliveries on a given day.	(Budgeted Possible Deliveries – Actual Possible Deliveries) / Budgeted Possible Deliveries * 100
Weekly Totals		

	Weekly totals are simply totals of all of the figures for each day of the selected week. For example, the weekly total of cased letters equals the cased letter total for Saturday, plus the total for Sunday, plus the total for Monday, etc. *Note:* All information under productivity analysis is recalculated by the weekly batch that runs on Sunday, not just the percentages.	N/A

Workhour/Workload Report

This report shows route times and performance factors such as OEI, SEI, and TEI for a specific route, a specific carrier, or all routes for a specific day or averaged over a date range.

Workhour/Workload Report Descriptions

Column Name	Functional Description	Calculation
ALL ROUTES		
Office Time		
Actual AM Office Hours (Actual AM)	Average actual AM office hours for the route (not including assistance)	N/A
Actual AM Office Assistance (AM Assist)	Average sum of actual AM office assistance given to the route	N/A
Projected AM Office Hours (Proj AM)	Average projected AM office hours for the route	N/A
AM Office Variance (AM Var)	Difference between the projected and actual AM office hours	Avg Proj AM office hours – (Avg Actual AM office hours + Avg Act Asst Ofc Hours)
Actual PM Office Hours (Act PM)	Average actual PM office hours for the route	N/A
PM Office Assistance (PM Assist)	Average sum of actual PM office assistance given to the route	N/A
Projected PM Office Hours (Proj PM)	Average projected PM office hours for the route	N/A
PM Office Variance (PM Var)	Difference between the projected and actual PM office hours	Avg Proj PM office hours – Avg Act PM office hours
Office Efficiency Indicator (OEI)	Office Efficiency Indicator	Average Total Possible Deliveries/ Average Total Actual Office hours
Street Time		
Actual Street Hours (Actual Str)	Average actual street hours for the route (not including assistance)	N/A
Actual Street Assistance (Act Asst)	Average sum of actual street assistance given to the route	N/A

Projected Street Hours (Proj)	Average projected street hours for the route	
Street Variance (Var)	Difference between the projected and actual street hours	Avg Proj Street Hours – (Avg Actual Street Hours + 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 (Actual)	Average total actual hours for the route	(Act Ofc + Act Ofc Asst + Act Str + Act Str Asst)
Total Projected Hours (Proj)	Average total projected hours for the route	(Proj Ofc + Proj Str)
Total Variance (Var)	Average variance for the entire route	(Proj Total – Act Total)
Total Efficiency Indicator (TEI)	Total Efficiency Indicator	Average Total Possible Deliveries/AverageTotal Actual Hours
Volumes		
Total Available Letters, pieces (Total Avail 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 Available Flats, pieces (Total Avail 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 Sets)	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 Deld)	Average total delivered pieces for the route	Average Total of all volumes to be delivered for all routes in the unit.
BY ROUTE OR CARRIER		
Office Time		
Actual AM Office Hours (Actual AM)	Actual AM office hours for the route (not including assistance)	N/A
Actual AM Office Assistance (AM Assist)	Sum of actual AM office assistance given to the route	N/A
Projected AM Office Hours (Proj AM)	Projected AM office hours for the route	N/A
AM Office Variance (AM Var)	Difference between the projected and actual AM office hours	Proj AM office hours – (Actual AM office hours + Actual Asst Office hours)
Actual PM Office Hours (Act PM)	Actual PM office hours for the route	N/A
PM Office Assistance (PM Assist)	Sum of actual PM office assistance given to the route	N/A
Projected PM Office Hours (Proj 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)	Office Efficiency Indicator	Total Possible Deliveries/Total Actual Office hours
Street Time		
Actual Street Hours (Actual Str)	Actual street hours for the route (not including assistance)	N/A
Actual Street Assistance (Act Asst)	Sum of actual street assistance given to the route	N/A

Projected Street Hours (Proj)	Projected street hours for the route	N/A
Street Variance (Var)	Difference between the projected and actual street hours	Proj Street Hours – (Actual Street Hours + Act Asst Str Hours)
Street Efficiency Indicator (SEI)	Street Efficiency Indicator	Total Possible Deliveries/Total Actual Street hours
Total Time		
Total Actual Hours (Actual)	Total actual hours for the route	(Act Ofc + Act Ofc Asst + Act Str + Act Str Asst)
Total Projected Hours (Proj)	Total projected hours for the route	(Proj Ofc + Proj Str)
Total Variance (Var)	Variance for the entire route	(Proj Total – Act Total)
Total Efficiency Indicator (TEI)	Total Efficiency Indicator	Total Possible Deliveries/Total Actual Hours
Volumes		
Total Available Letters, pieces (Total Avail 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 Available Flats, pieces (Total Avail 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	Total DPS mail
Sequenced Sets, pieces (Seq Sets)	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 Deld)	Total delivered pieces for the route	Total of all volumes to be delivered for all routes in the unit.

Individual Weekly Performance Report

This report allows users to view the work hour and productivity information for a week for each carrier in their delivery unit. It is a performance report which shows the projected and actual hours for office and street and calculates variance. The report also provides productivity analysis (OEI, MPD, and SEI). This information is displayed for each carrier for each regular route worked. Carriers are sorted by employee type. The following table describes items in the Individual Weekly Performance Report.

Individual Weekly Performance Report Descriptions

Column Name	Functional Description	Calculation
Carrier Name	The name of a carrier in the delivery unit.	N/A
Route	The route number to which the carrier is assigned.	N/A
Work Hour Analysis		
Office Hours		
Projected (Proj)	The office hours for the carrier for the week as projected by DOIS. This projection is based on mail volumes and the percent to standard of the carrier.	Total Earned Hours – Base Street Time *Note:* (Total Earned Hours = Office Earned Hours + Base Street Time) Office Earned Hours = Total Strapping Hours + (Total Casing Hours * Percent to Standard) + Fixed Office Time + Break Time)
Actual (Act)	The actual hours clocked in the office by the carrier for the week on the given assignment.	N/A
Variance (Var)	The difference between Projected and Actual Office Hours.	Office Hours Actual – Office Hours Proj

Percent Variance (% Var)	Percentage variance of Actual Office Hours from Projected Office Hours.	(Office Hours Var / Office Hrs Proj) * 100
Street Hours		
Projected (Proj)	The projected street hours calculated by DOIS. This represents the base street hours on the route and the misc street time.	Base Street Hours + misc street time
Actual (Act)	The actual hours clocked on the street by the carrier (in ETC) for the week on the given assignment.	N/A
Variance (Var)	The difference between the Projected and Actual Office Hours.	Street Hours Actual – Street Hours Proj
Percent Variance (% Var)	Percentage variance of Actual Street Hours from Projected Street Hours.	(Street Hours Var / Street Hours Proj) * 100
Total Hrs		
Projected (Proj)	The total of the office and the street projected hours for the carrier on the route.	Office Hours Proj + Street Hours Proj
Actual (Act)	The total of the office and the street actual hours from ETC for the carrier on the route.	Office Hours Actual + Street Hours Actual
Variance (Var)	The total of the variance between actual and projected for the office and the street.	Total Hours Actual – Total Hours Proj
Percent Variance (% Var)	Percentage variance of Total Actual Hours form Total Projected Hours.	(Total Hours Var / Total Hours Proj) * 100
Productivity Analysis		
Office		
Office Efficiency Indicator (OEI)	The calculated Office Efficiency Indicator for the employee for the week.	PDs / Office Hours Actual

Street		
Minutes Per Delivery (MPD)	The average minutes per delivery for the employee on the route	Street Hours (in minutes) Actual / PDs
Street Efficiency Indicator (SEI)	The calculated Street Efficiency Indicator for the employee for the week.	PDs / Street Hours Actual

Routes Pending Special Inspection Report

This report is used by delivery unit supervisors to identify routes that are receiving auxiliary assistance and/or overtime on a recurring basis. Carriers can request a special inspection if they meet the criteria outlined in the M-39 Manual, Section 271(G). The report includes only those routes that have over thirty minutes of overtime or auxiliary assistance on three days or more in each week for the previous three consecutive weeks, excluding any weeks from the month of December. If the route qualifies, it displays the total overtime and auxiliary assistance time worked on the route for those days where this time is equal to or greater than thirty minutes for the previous six weeks. The Routes Pending Special Inspection also indicates which days, if any, auxiliary assistance and/or overtime was given and a carrier technician or replacement carrier delivered the route. The following table describes items in the Audit Routes Pending Special Inspection Report.

Routes Pending Special Inspection Report Descriptions

Column Name	Functional Description	Calculation
Route Number (Route #)	The number of the routes meeting the following criteria: more than thirty minutes of overtime for three or more days for each of the previous three weeks.	N/A
Week/day of week	The previous six weeks are displayed. Each day of each week is displayed. For each day that the selected route had thirty minutes or more of overtime, the amount of overtime is displayed. Otherwise, zero is displayed.	Total Actual Hours – Total Base Hours *Note:* If value is greater than 30 minutes, it is displayed. If value is less than 30 minutes, 0 is displayed.

Route Review Report

The aim of the Route Review Report is to see how a delivery unit or facility's statistics compare with the statistics generated from the most recent adjustment. When printed during an inspection, all routes within the delivery facility are shown, however, when printed from the Supervisor Workbench, all routes within the delivery unit are displayed. This report compares a route's base data with its actual data from the recent past, using actual averages. The report is designed to access data for the date range specified by the user. Assuming all of the data is found, each column is calculated by summing the totals for each value and then dividing the sum by the number of days in the date range. In the case that all of the days do not have data, the average is computed by dividing the sum by the number of days found. Delivery unit supervisors also use this report to review the routes in their units on a regular basis. They can view how each route is currently running in comparison to its adjusted values and to perform the annual route review process. The following table describes items in the Route Review Report.

Route Review Report Descriptions

Column Name	Functional Description	Calculation
Route Number (Route #)	The number of the route.	N/A
Last Adjustment Date (Last Adj. Date)	The date of the last formal, special, or minor adjustment on the route.	N/A
Possible Deliveries		
Current	The number of current possible deliveries as recorded in the AMS database for the route.	N/A
Base	The base possible deliveries for the route.	N/A
DPS %		
Actual Average (Actual Avg)	The average percent of DPS volume compared to route total volume for the specified time period.	See DPS Current calculation for the DPS Analysis Report.
Base	The base DPS % for the route.	N/A
Total Cased Mail Volume		
Actual Average (Actual Avg)	The average mail volume for the specified time period.	(Total letters + total flats) / number of days specified

Base	The base mail volume for the route.	Base letters + base flats
Office Time		
Actual Average (Actual Avg)	The average time spent in the office (LDC 21, 29) for the specified time period.	(Actual LDC 21 + actual LDC 29) / number of days specified
Base	The base office time for the route.	N/A
Street Time		
Actual Average (Actual Avg)	The average time spent on the street (LDC 22) for the specified time period.	Actual LDC 22 / number of days specified
Base	Base street time for the route.	N/A
Total Time		
Actual Average (Actual Avg)	The average time spent on the route for the specified time period.	(Actual LDC 21 + actual LDC 29 + actual LDC 22) / number of days specified
Base	Base hours for the route (usually 8 hours).	Base office hrs + base street hrs

DPS Analysis Report

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

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

Note:
Calculations depend upon whether the route is defined as being new or not. A new route in this instance is defined as a route for which no historical inspection data exists. Therefore (since no historical inspection data is pre-loaded into DOIS), all routes have their DPS analysis based upon the new route calculations until a formal route inspection is conducted using DOIS. The calculations for new routes utilize base data. The accuracy and usefulness of this report therefore depends on the accuracy of the base data entered into DOIS. The following table describes items in the DPS Analysis Report.

DPS Analysis Report Descriptions

Column Name	Functional Description	Calculation
Route #	The 5-digit route number.	N/A

Delivery Point Sequence Impact (min) (DPS Impact (min))	The change in Office Time for the route due to a change in the percentage of the letter-sized mail volume that is comprised of DPS mail. For example, as the DPS sorting machine becomes more efficient, a smaller percentage of the carrier's mail volume need to be cased. Therefore, the carrier spends less time in the office. The DPS Impact value is designed to reflect this amount of time.	(Casing workload foregone + strapping-out workload foregone) * % std *Note:* Casing workload foregone = increase in DPS mail / casing standard Strapping-out workload foregone = increase in DPS mail / strapping standard Increase in DPS mail = DPS % change * Base/1840 volume DPS % Change = Current DPS % - Adjusted DPS % % Std = (1840 average net office hrs/1840 average standard office hrs) Strapping std = 70 Casing std = 18
DPS %		
Current	Current percentage of letter-sized mail volume comprised of DPS mail.	Current DPS Volume / Current Total Mail Volume *Note:* Current DPS volume = Average DPS mail volume for the past 12 days Current Total Mail Volume = Average mail volume for the most recent 12 business days.
Base	Percentage of DPS mail for the route from its most recent inspection/adjustment (for example, base DPS %).	N/A

Change	The difference between the current and adjusted DPS percentages.	Current DPS % - Adjusted DPS %
Average Mail Volumes		
Current Delivery Point Sequence (Current DPS)	The average DPS volume (taken from EOR) for the most recent 12 business days.	Total DPS volume for past 12 working days / 12
1840/BASE	The base letter-sized mail volume for the route. This includes both caseable letters and DPS volume. If previous inspection data exists, this is the average letter size and average DPS volume from the most recent inspection. If a new route, this value is the current letter volume and current DPS volume calculated when the route is created.	Base letter volume + base DPS volume <u>Routes with historical inspection data</u> Base letter volume = 1840 average letter volume Base DPS volume = 1840 average DPS volume <u>New routes</u> Base letter volume = base am cased letter volume + base PM cased letter volume Base DPS volume = (base DPS pct * base letter volume) / (1 – base DPS pct))
EOR Volumes		
Date	DPS volume from each day of the past 12 business days. These values are used when calculating the current DPS average mail volume.	N/A

Major Reports: Summary of Discrepancies

Summary of Discrepancies Between Report Delivery Unit Totals	One of the more confusing aspects of the DOIS application is that the unit totals displayed on the above reports often do not cross-reference exactly. This is because the report totals take into account different factors. The following is a summary of the discrepancies between these totals.
Total Projected Hours Workload Status	Unit Summary – Proj Hrs The total hours *earned* for each route in the unit. This value does not include miscellaneous or auxiliary office and street time. Unit Summary – Total Rte The total projected office and street hours for the unit, including miscellaneous office and street time.
Route/Carrier Daily Performance/ Analysis Report	Unit Total – Total Hours Proj The total of all projected hours for all *routes* in the unit (including auxiliary routes). This value represents hours *earned* and therefore does not include miscellaneous office and street time provided to carriers or time worked on miscellaneous work assignments.
Unit Daily Performance Report	LDC 21 & 22 – Total Proj Hrs The total projected hours for LDCs 21 and 22. This value includes miscellaneous office and street time as well as miscellaneous work assignments.
Summary	Unit Summary – Proj Hrs (Workload Status Report) = Unit Total – Total Hours Proj (Route/Carrier Daily Performance/Analysis Report).

Total Projected Office Hours	
Workload Status	Unit Totals – Proj Office Hours The total office hours *earned* for each route at the unit for the day. It calculates this based solely upon the mail volume for the routes and the carriers' percent to standard. Miscellaneous office time is not included. Unit Summary - Total Ofc The total projected office time for the unit *including* miscellaneous office time.
Route/Carrier Daily Performance/Analysis Report	Unit Total – Office Hours Proj The total of all projected office hours for all *routes* in the unit. This reflects the office hours *earned* for each route and therefore does not include any miscellaneous office time assigned to carriers.
Unit Daily Performance Report	Office – LDC 21 Proj The total of all projected office hours for LDC 21 for all *routes* in the unit. This value includes miscellaneous office time, but not time from miscellaneous work assignments.
Summary	Unit Totals – Proj Office Hours (Workload Status Report) = Unit Total – Office Hours Proj (Route/Carrier Daily Performance/Analysis Report)

Total Projected Street Hours Workload Status	Unit Totals – Base Street Hours The total street hours for each route at the unit for the day. It calculates this based solely upon base street time for the routes. Miscellaneous street time is not included. Unit Summary - Total Str The total projected street time for the unit *including* miscellaneous street time.
Route/Carrier Daily Performance/Analysis Report	Unit Total – Street Hours Proj The total of all projected street hours for LDC 22 for all routes in the unit. This reflects the base street hours for each route and therefore does not include any miscellaneous street time assigned to carriers.
Unit Daily Performance Report	Street – LDC 22 Proj The total of all projected street hours for LDC 22 for all routes in the unit. This value includes miscellaneous street time, but not time from miscellaneous work assignments.
Summary	Unit Totals – Base Street Hours (Workload Status Report) = Unit Total – Street Hours Proj (Route/Carrier Daily Performance/Analysis Report)

Total Actual Hours Route/Carrier Daily Performance/Analysis Report	Unit Total – Total Hours Act The total of all actual hours for LDCs 21, 22 and 29 for all routes in the unit as recorded in ETC. All miscellaneous time is included in this duration. Time spent on miscellaneous work assignments is *not* included in this report.
Unit Daily Performance Report	Work Hour Analysis - Total Act The total of all actual hours for LDCs 21, 22, 23, 26, 27 and 29 for all routes in the unit as recorded in ETC. All miscellaneous time is included in this duration. Time spent on miscellaneous work assignments *is* included in this report. LDC 21 & 22 – Act Hrs The total of all actual hours for LDCs 21 and 22 for all routes in the unit as recorded in ETC. All miscellaneous time is included in this duration. Time spent on miscellaneous work assignments *is* included in this report.
Summary	These totals do not match.

Total Office Hours Route/Carrier Daily Performance/Analysis Report	Unit Total – Office Hours Act The total of all actual office hours for LDCs 21 and 29 for all routes in the unit as recorded in ETC. All miscellaneous time is included in this duration. Time spent on miscellaneous work assignments is *not* included in this report.
Unit Daily Performance Report	Office – LDC 21 Act The total of all actual office hours for LDC 21 for all routes in the unit as recorded in ETC. All miscellaneous time is included in this duration. Time spent on miscellaneous work assignments *is* included in this report.
Summary	These totals do not match.

Total Street Hours Route/Carrier Daily Performance/Analysis Report	Unit Total – Street Hours Act The total of all actual street hours for LDC 22 for all routes in the unit as recorded in ETC. All miscellaneous time is included in this duration. Time spent on miscellaneous work assignments is *not* included in this report.
Unit Daily Performance Report	Street – LDC 22 Act The total of all actual hours for LDC 22 for all routes in the unit as recorded in ETC. All miscellaneous time is included in this duration. Time spent on miscellaneous work assignments *is* included in this report.
Summary	These totals do not match.

Overtime	
Route/Carrier Daily Performance/Analysis Report	Unit Total – Total Hours OT See "Overtime Rules (as in DOIS Application)". The most important feature to note here is that this report includes all OT recorded for each carrier who appears on the report. Therefore, if a carrier from unit A clocks to routes in units A and B, and works overtime in unit B, this overtime is included in the total OT displayed on this report for unit A.
Unit Daily Performance Report	LDC 21 & 22 – OT Hrs See "Overtime Rules (as in DOIS Application)". The most important feature to note here is that this report only includes OT worked on routes in the unit. Therefore, if a carrier from unit A works overtime on a route in unit B, this time is *not* included in the total OT displayed on this report for unit A. However, if a carrier from unit B works overtime on a route in unit A, this time is included in the total OT displayed on unit A's report.
Summary	These totals do not match.

Other Possible Discrepancies Between Expected and Actual Overtime *(OT hours and opportunities)*

- DOIS does not support multiple opportunities in any case. It is possible for an employee to receive 2 opportunities if they start before their scheduled start time and work on a route they were not scheduled to work. An employee can also receive more than one opportunity if they work more than 8 hours and work on more than one unscheduled route. In these cases, OT hours and opportunities would need to be manually adjusted in DOIS.

- If the relief routes for a carrier technician T-6 change mid-week and a retro change for the carrier technician T-6's rings occurs, it is possible for DOIS to give the employee an opportunity and OT hours when an opportunity did not occur. This situation is rare because it would require that the carrier technician T-6 work a relief route he was not scheduled to work, the carrier technician T-6's relief routes change mid week to no longer include the route worked previously, and a retro ring to change the amount of general overtime on the route worked previously. In this case, OT hours and opportunities would need to be manually adjusted in DOIS.

- Delivery unit supervisors can manually adjust OT hours and opportunities. Once an adjustment is made, DOIS no longer automatically updates these values.

Major Reports and Forms: Troubleshooting

Problem	Cause	Solution
Crystal Reports unavailable	Incorrect Registry entry	Reinstall DOIS. Do NOT Uninstall DOIS first, just rerun the setup.
Fields and lines on report appear to overlap on the print preview screen and in actual printout.	DUC is using an incorrect printer driver	Update the printer driver. The latest printer driver for the printer being used should be downloaded from the manufacturers web page. • For HP printers: http://www.hp.com/cposupport/eschome.html • For Lexmark: http://www.lexmark.com/drivers/ In most cases you doubleclick the downloaded file and follow the instructions on the screen. This extracts, and installs the new drivers. If this does not fix the problem you can try changing the driver to an HP Laserjet 4. Go to Settings | Printers, right click the printer and select properties. From the selection box select HP, then Laserjet 4.

Problem	Cause	Solution
Most errors where FormFlow is unable to run.	FormFlow is missing files	Reinstall FormFlow. To do this FormFlow must be uninstalled. • Double click the Unsetup.exe application from C:\FormFlow\Setup. • Reinstall DOIS. Do NOT uninstall DOIS, rerun the setup.
Out of memory error.	DUC is running too many applications at once	Close any other open programs, empty recycle bin, restart computer.
Form does not appear.	FormFlow has been minimized	Check the taskbar at the bottom of the screen. Click on button marked FormFlow Filler.
Fields that should be populated are empty.	Window needs to be refreshed	Press F9 to refresh the form. If fields remain empty, call the USPS Help Desk.
Any questions with data in a report.	N/A	Call USPS Help Desk.