DELIVERY OPERATIONS
INFORMATION SYSTEM
United States Postal Service

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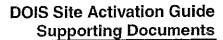
Revised Carrier/ Route Assignment
This report displays a carrier or route assignment on a specific day. The version for the delivery unit supervisor contains enter times, exit times, and duration. The carrier's version does not contain these times.

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.

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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) (OT/UT is displayed as	If route has a carrier scheduled: +/- Column = Total earned hours +/- auxiliary assistance provided/received + miscellaneous office time + miscellaneous street time + miscellaneous route street time − 8 hours.

		0:00 for the other routes).	If route has a carrier scheduled and is an auxiliary route:
		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.	+/- 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 minimum standard. *Note:* *If any other carrier is scheduled on the*	From the most recent route inspection: PS Form 1840: Net Office Time / Standard Office Time

	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 (+)	The amount of auxiliary assistance the carrier provided to	Office auxiliary assistance provided – office auxiliary assistance received