



DELIVERY OPERATIONS  
INFORMATION SYSTEM

United States Postal Service

# Using MSP

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## **M.S.P. (Managed Service Points)**

MSP is a tool designed to monitor consistency of delivery time and enhance street management through the use of the MDCD (Mobile Data Collection Device).

In addition to scanning Delivery and Signature Confirmation mail pieces and other items requiring a scan, employees are instructed to use the MDCD to scan bar codes placed at service points reflecting key elements of the employee workday. This information is referenced on PS Form 1564-A.

At the end of the day, this data is uploaded and compared to base street data for the route. Using this tool, local managers are able to review carrier street performance on a daily basis as they evaluate the consistency of arrival at these strategic points.

Before MSP, there was no system to provide reports on street performance. With MSP, delivery consistency can be monitored and a better understanding of the route occurs.


### **What's the Point?**

Proper MSP locations and accurate schedules are the key to the success of the MSP Program. The program will provide the time of arrival at pivotal locations along a route's line of travel. It will also provide a comparison of the expected interval established by inspection data, management records, and/or observation versus actual performance. Also loading and travel time can be compared to management records.



# MSP BASICS

To set up a route, a minimum of seven (7) and a maximum of twelve (12) basic MSP points are required. They are:

1. Hot Case
  2. Depart to Route
  3. 1<sup>st</sup> Delivery on Route
  4. Scan point 
  5. Scan point 
  6. Last Delivery on Route
  7. Return to Office
- Up to 5 additional scan points  
may be added

Base scheduled scan times calculations:

- |                             |   |
|-----------------------------|---|
| 1. Hot Case                 | Base Leave Time from Route Base Schedule  |
| 2. Depart to Route          | Hot Case time + Load time from most recent Full or DOI 3999   |
| 3. 1 <sup>st</sup> Delivery | Depart to Route time + Travel To time from most recent Full or DOI 3999   |
| 4-6 Scan point              | Calculation based on sum of all prior sector segment(s) delivery time in Pivot Plan + pro-rated delivery time of this scan point in current sector segment. |
| 7. Return to Office         | Base Return Time from Route Base Schedule   |

These scan points provide the following actual information daily:

- Load Time = Interval between Hot Case & Depart to Route
- Travel To = Interval between Depart to Route & 1<sup>st</sup> Delivery
- Segment Delivery Time = Interval between any 2 street scan points
- Travel From = Interval between Last Delivery & Return to Office
- Total Street Time = Interval between Hot Case & Return to Office

This will provide basic street delivery information, however there may be additional data needed. Management has the option, with District approval, of using up to an additional 5 scan points per carrier route.

# MSP Reports

## **Overview Report –**

- Can be run by service day or by service week
- Displays name of primary carrier.
- Displays percent of scans on-time and total street time
- Indicates when route has multiple carriers or keyed entry of MSP records.
- Displays Actual and Scheduled:
  - Load Time = Interval between Hot Case & Depart to Route
  - Travel To = Interval between Depart to Route & First Delivery
  - Travel From = Interval between Last Delivery & Return to Office
  - Total Street Time = Interval between Hot Case & Return to Office
  - % On Time =  $\text{On time Street Scans} / \text{Total Street Scans}$   
(Scans are considered “on time” if they are made within (+/-) 1 hour of schedule.)
- Displays variance to scheduled interval for load, travel to route, travel from route and total street time.

## **Route Report –**

- Can be run by service day or by service week
- Lists all scheduled scan points with scheduled arrival time.
- Displays actual time of scan and variance to schedule.
- Displays name of carrier scheduled to perform scan at each scan point and carrier who actually performed scan (if different).

## **Carrier Report –**

- Daily report only
- Lists all scans **scheduled** to be performed and **actually** performed by carrier.
- Displays scheduled arrival time, adjusted schedule based on that day's projected leave time, actual arrival time and variance to scheduled arrival time for all scans made by carrier.
- Displays **adjusted** scheduled interval between scan points, actual interval between scan points and variance to adjusted scheduled interval for all scan points.

## **Missed Scan Report –**

- Can be run by service day or by service week
- Displays number of possible and missed office and street scans on each route.
- Displays scan percentage in office and on street.

***Invalid Route Report –***

- Displays MDCD route number
- Displays DOIS assigned routes number
- Displays hot case scanned route number

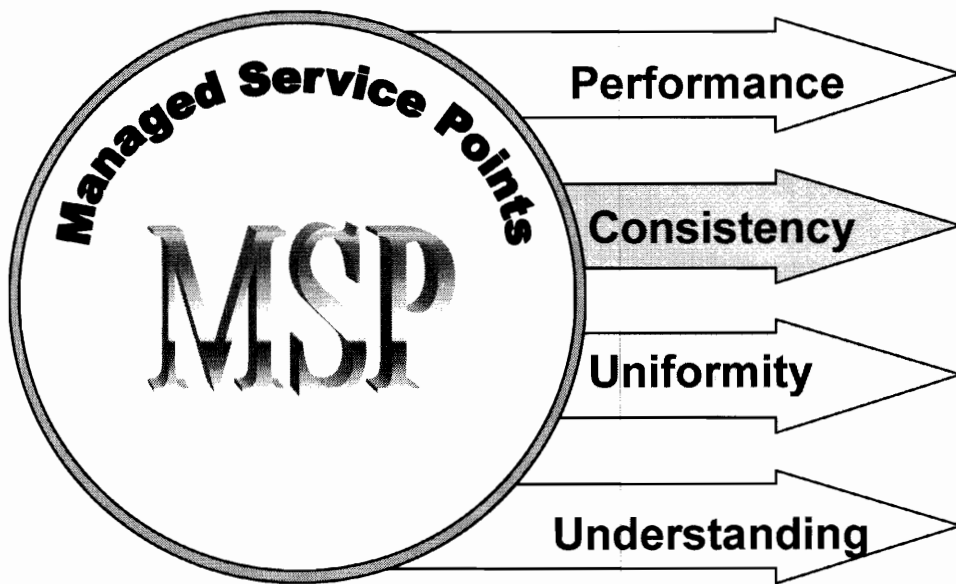
***Invalid Scan Report –***

- Displays the route number and street address where invalid scan was made
- Displays time invalid scan was made

***Location Report –***

- Displays the address and physical location of all scheduled scan points on a route
- Displays the scheduled scan time of each scan point
- Displays the scheduled interval between scan point

# Report Analysis Techniques



# How Do I Start?

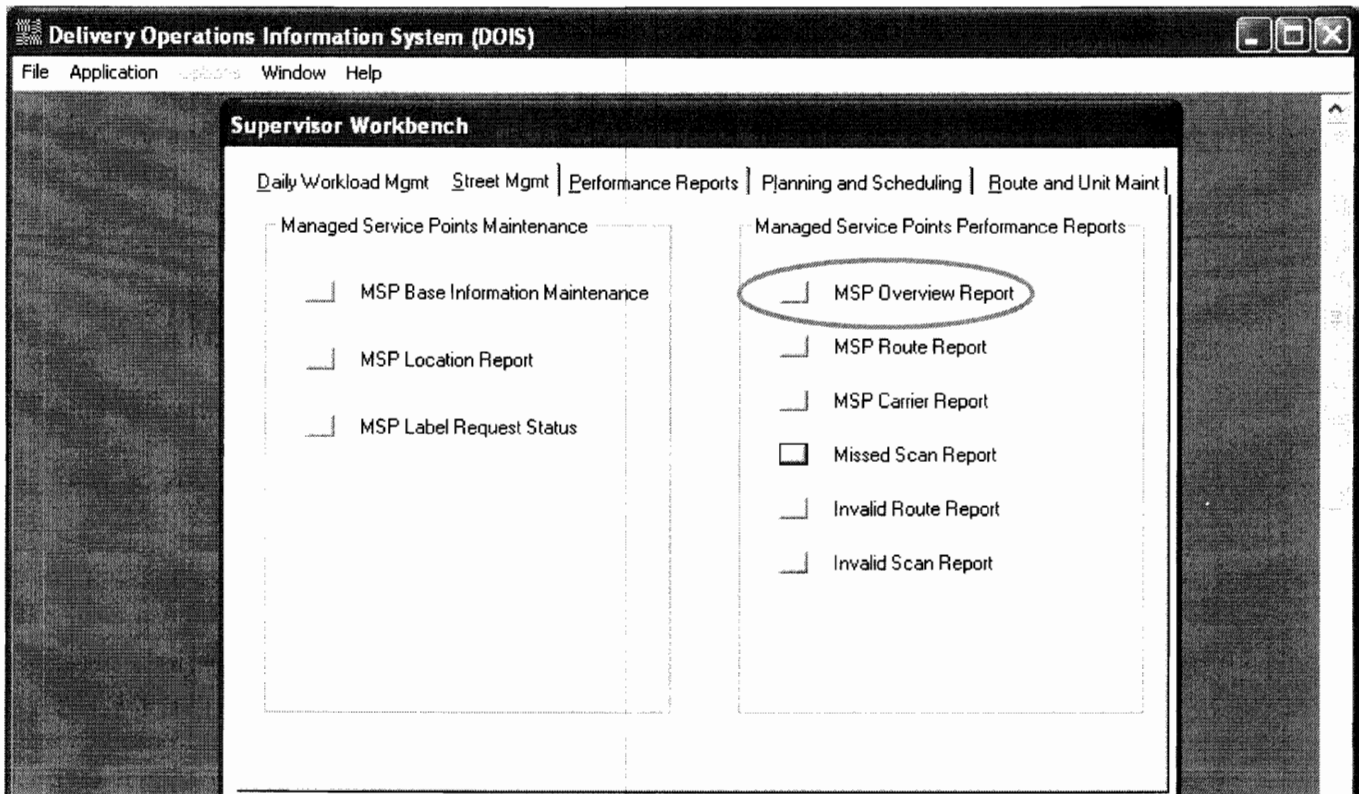
Today, the USPS Letter Carrier leaves for the street after he/she has prepared the mail for delivery and returns after the mail is delivered. Prior to MSP, there was no daily report of street activities.

MSP compares actual performance to base.

If the carrier takes longer to deliver one segment than is planned, the manager will be able to see this in the MSP reports and take the appropriate actions to determine the cause.

MSP provides data on segment times, loading and travel times.

How do you start? Start by reviewing the **MSP OVERVIEW** and the **MISSED SCAN** reports:





# How Do I Read The MSP Overview Report?

Daily MSP Overview Report <span style="float: right; font-size: small;">RESTRICTED INFORMATION</span>															
Delivery Unit:     Service Date:      Service Week:															
Route	Carrier	Act On-Time Scan %	Load Time			Travel To Time			Travel From Time			Total Street Time			Keyed Entry
			Sched	Act	Var	Sched	Act	Var	Sched	Act	Var	Sched	Act	Var	
32001	OSBORNE, J M	100%	0:10	0:04	-0:05	0:01	0:36	0:35	0:36	0:04	-0:32	6:40	6:15	-0:25	
32002	PETITPAS, B F	38%	0:08	0:05	-0:03	0:10	1:15	1:05	0:06	0:16	0:10	5:40	6:38	0:58	
32003	FERRICK, S J	44%	0:04	0:11	0:08	0:19	0:08	-0:13	0:38	0:07	-0:31	6:28	6:00	-0:28	
32004	DANIELS, G E	33%	0:09	0:23	0:14	0:05	0:00	-0:05	-0:14	0:42	0:56	6:14	6:02	-0:12	
32005	BARRY, F W	33%	0:16	0:09	-0:07	0:05	0:12	0:07	-0:03	0:20	0:23	6:07	5:58	-0:09	
32006	MCGOWAN, S L	33%	0:09	0:24	0:15	0:10	0:00	-0:10	0:35	2:55	2:20	6:53	6:29	-0:25	
42001	BRAHM, L E	44%	0:14	0:08	-0:06	0:18	0:31	0:13	0:53	1:23	0:29	5:45	7:19	1:34	
42002	DONOVAN, W P	60%	0:12	0:23	0:11	0:11	0:59	0:48	0:56	-3:20	-4:16	6:05	2:31	-3:34	
Totals		47%	1:22	1:48	0:26	1:19	3:40	2:20	3:28	2:27	-1:01	48:53	47:12	-2:41	

The **MSP OVERVIEW** report lists every route in the delivery unit. For each route the following information is displayed:

- Route                   DOIS Route Number
- Carrier                DOIS Assigned carrier
- Actual On-Time Scan %           Percentage of street scans made within +/- 1 hour of scheduled scan time
- Load Time            Scheduled, Actual and Variance based on the Hot Case and Depart Route scans
- Travel To             Scheduled, Actual and Variance based on Depart to Route and First Delivery scans
- Travel From          Scheduled, Actual and Variance based on Last Delivery and Return to Office scans
- Total Street         Scheduled, Actual and Variance based on Hot Case and Return to Office scans
- Keyed Entry          Indicates carrier manual input of scan ID

The most effective way to analyze the **MSP OVERVIEW** report is to review the “**Variance**” columns. Significant differences between “Scheduled” and “Actual” times require further investigation.

# Analyzing the MSP OVERVIEW Report:

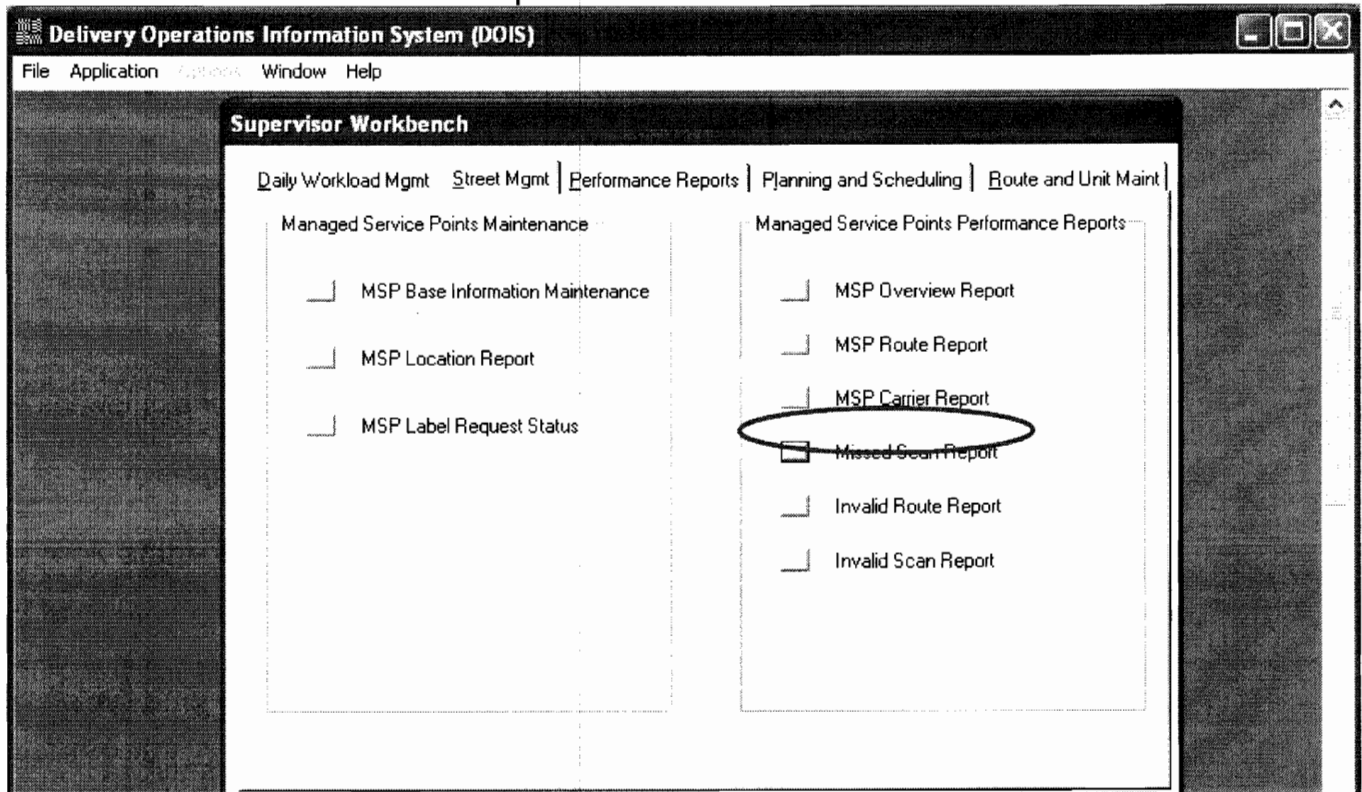
Ask yourself these questions:

- Does any route/carrier show excessive “Load Time”?
- Does any route/carrier show excessive “Travel To” or “Travel From” time?
- Does any route/carrier show excessive “Total Street Time”?
- Does any carrier show low “Actual On-Time Scan %”?
- Is there any missing data?
- Are there any “Keyed” entries?
- Are there any negative **scheduled** times?

(Indicates problem with MSP base data. You must recreate the pivot plan to correct)

If the answer to any of these questions is “YES”, then your task is to find out why. The reasons in some cases may be legitimate and readily apparent but in other cases you will need to investigate further. To investigate your findings further, review the **MSP Route and MSP Carrier** reports.

Next look at the **MISSED SCAN** Report:



# Missed Scan Report

## Daily Missed Scan Report

RESTRICTED INFO

Delivery Unit:

Service Date:

Service Week:

Route	Assigned Carrier	Office Scans			Street Scans		
		Possible Scans	Missed Scans	Scan Percentage	Possible Scans	Missed Scans	Scan Percentage
32001	OSBORNE, J M	3	0	100	9	0	100
32002	PETIPAS, B F	3	0	100	8	0	100
32003	GOVE, S K	3	0	100	9	0	100
32004	MULTIPLE	3	2	33	9	0	100
32005	CUBETUS, J J	3	0	100	9	0	100
32006	MCGOWAN, S L	3	0	100	9	0	100
42001	BRAHM, L E	3	0	100	9	1	89
42002	DONOVAN, W P	3	0	100	5	0	100
TOTALS		24	2	92	67	1	98

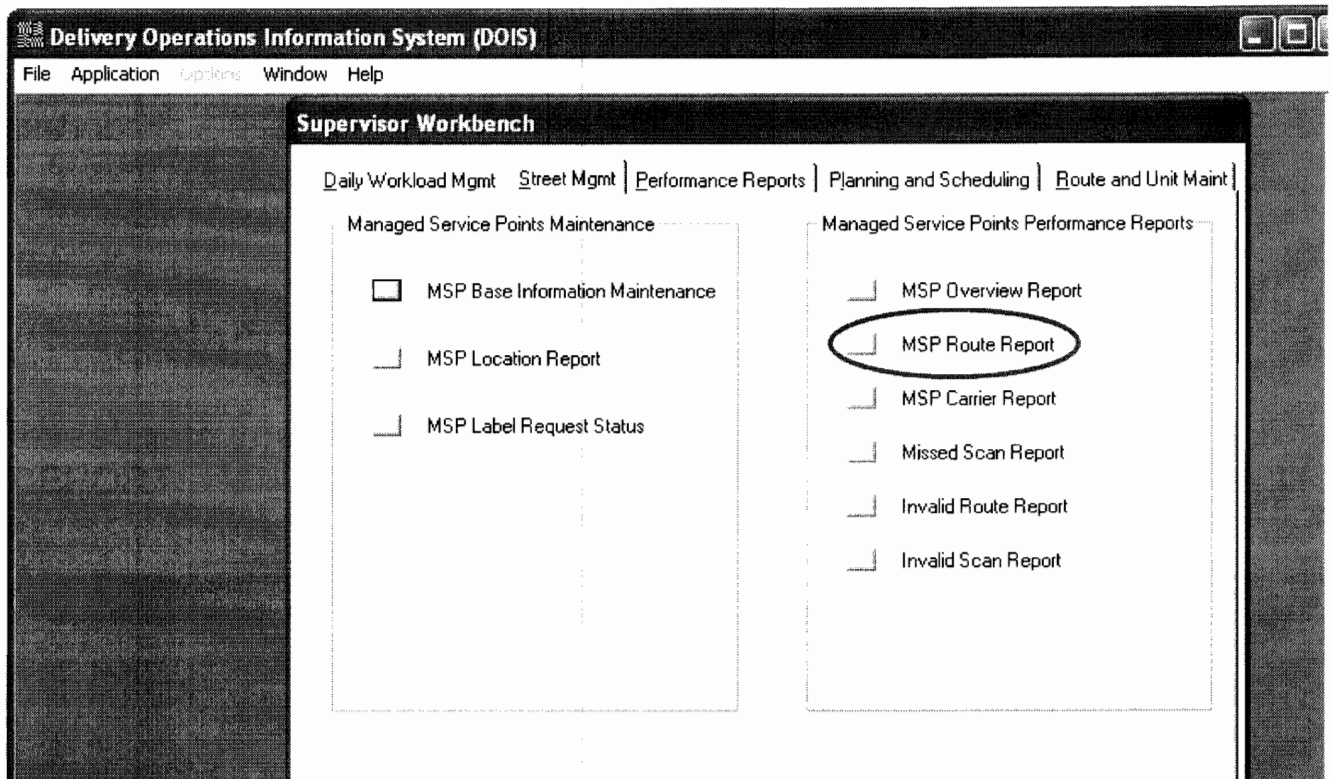
### Missed Scan Report:

- Displays POSSIBLE and MISSED scans in OFFICE and STREET by route and assigned carrier(s)
- Displays percent of scheduled scans performed.

### Analysis:

- Identify carriers/routes with greatest number/consistency of missed scans.
- Investigate further using **MSP Carrier** and **MSP Route** reports.

Investigate your findings further by accessing the MSP ROUTE REPORT:



# The MSP Route Report

Daily MSP Route Report							RESTRICTED INFORMATION
Delivery Unit:							
Service Date:							
Service Week:							
Route	Type	Address	Carrier	Scan Time			Keyed Entry
				Sched	Act	Var	
32001	Hot Case		OSBORNE, J M	9:46	11:34	1:49	
	Depart to Route		OSBORNE, J M	9:55	12:00	2:05	
	First Delivery	141 MAIN ST	OSBORNE, J M	9:55	12:10	2:15	
	Address	32 HOLT RD	OSBORNE, J M	10:35	12:54	2:19	
	Address	200 MAIN ST	OSBORNE, J M	11:13	13:22	2:08	
	Address	241 MAIN ST	OSBORNE, J M	12:36	15:00	2:24	
	Address	4 EVERETT RD	OSBORNE, J M	12:37	15:20	2:43	
	Address	175 MAIN ST	OSBORNE, J M	13:41	12:01	-1:40	
	Address	23 MAIN ST	OSBORNE, J M	14:19	15:58	1:39	
	Address	22 JEFFERSON SHORES RD	OSBORNE, J M	14:35	16:10	1:35	
	Last Delivery	6B MAIN ST	OSBORNE, J M	15:49	16:53	1:04	
	Return to Office		OSBORNE, J M	16:25	16:57	0:32	

The MSP ROUTE Report deals with a specific route. **Use the MSP ROUTE Report to further clarify your findings from the MSP OVERVIEW and MSP MISSED SCAN reports.** It provides the following information:

- Label Type                      Office and Street label descriptions
- MSP Address                      Specific scan points assigned to that route
- Carrier                              Assigned carrier and carrier who actually performed scan (if different)
- Scheduled Arrival                  Scheduled scan time
- Scan Time                            Actual scan time
- Var.                                    Difference between Scheduled and Actual scan times
- Keyed Entry                          Indication of manual entry of barcode ID into scanner



# Analyzing the MSP Route Report:

- If route is pivoted, are relief carriers scanning appropriate scan points?
- Does the same carrier miss the same scans repeatedly?
- Are carriers delivering route in the authorized sequence of delivery?
- Is there a significant variance between scheduled and actual scan time?
- Is the scan point's time representative of the time recorded on Form 3999?
- Are relief carriers assigned to the segment(s) of the route that they are actually delivering?
- Are carriers using correct MSP ID?

## EXAMPLE #1 – UNKNOWN MSP ID

Daily MSP Route Report								RESTRICTED INFO
Delivery Unit:								
Service Date:								
Service Week:								
Route	Type	Address	Carrier	Scan Time			Key Entry	
				Sched	Act	Var		
27009	Hot Case		SIMMONS, E W	9:52				
		→	UNKNOWN		10:44	0:52		
	Depart to Route		SIMMONS, E W	10:04				
		→	UNKNOWN		10:49	0:45		
	First Delivery	5614 ALLCROFT RD	SIMMONS, E W	10:10				
		→	UNKNOWN		11:54	1:44		
	Address	5634 CHELWYND RD	SIMMONS, E W	11:43				
		→	UNKNOWN		13:31	1:48		
	Address	961 ELM RD	SIMMONS, E W	12:13				
		→	UNKNOWN		13:40	1:26		
	Last Delivery	1243 OAKLAND TERRACE RD	SIMMONS, E W	15:50				
		→	UNKNOWN		16:59	1:10		
	Return to Office		SIMMONS, E W	15:55				
		→	UNKNOWN		17:29	1:34		

The assigned carrier (Simmons) in this example made all scans using an MSP ID different from the one assigned in DOIS.

A review of the **MSP Missed Scan** and **MSP Carrier** reports erroneously list missed scans for this carrier due to this error. (See example #3, pg. 19)

### EXAMPLE #2 – INCORRECT SCHEDULED ASSIGNMENT

Daily MSP Route Report							RESTRICTED INFORMATION
Delivery Unit: Service Date: Service Week:							
Route	Type	Address	Carrier	Scan Time			Keyed Entry
				Sched	Act	Var	
86029	Hot Case		ARMENTI, A J	9:35	9:36	0:01	
	Depart to Route		ARMENTI, A J	9:44	9:36	-0:08	
	First Delivery	400 BALD HILL RD STE 500	GUNCHEON, C E	9:56			
			ARMENTI, A J		10:07	0:11	
	Address	5 GREBLE ST	GUNCHEON, C E	11:24			
			ARMENTI, A J		10:22	-1:02	
	Address	32 CENTRAL ST	GUNCHEON, C E	11:57			
			ARMENTI, A J		10:31	-1:26	
	Address	35 REED ST	GUNCHEON, C E	12:28			
			ARMENTI, A J		10:23	-2:05	
	Address	174 KING ST	GUNCHEON, C E	13:10			
			ARMENTI, A J		10:37	-2:34	
	Address	51 KING ST	GUNCHEON, C E	13:29			
			ARMENTI, A J		10:32	-2:56	
	Address	215 WELLSRING DR	GUNCHEON, C E	14:23			
			ARMENTI, A J		10:35	-3:48	
	Last Delivery	389 GREENWICH AVE	ARMENTI, A J	14:44	9:51	-4:53	
	Return to Office		ARMENTI, A J	15:20	11:16	-4:04	

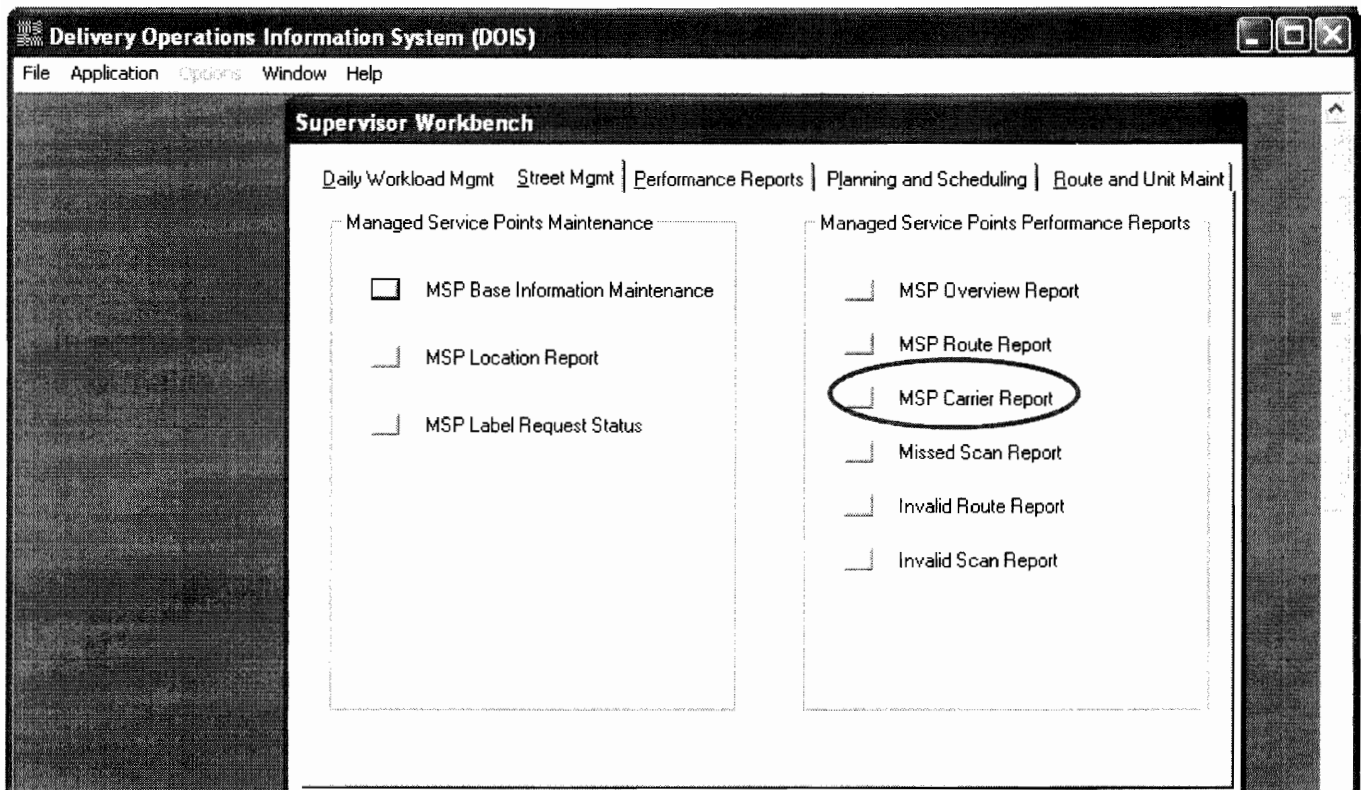
In this example, the supervisor scheduled C E Guncheon for all delivery segments except the delivery segment that includes the last scheduled MSP scan point. A J Armenti actually carried those segments and scanned the associated MSP points. A review of the **MSP Carrier Report** for C E Guncheon erroneously lists 7 missed scans due to the scheduling error. ✓

### EXAMPLE #3 – OUT OF SEQUENCE DELIVERY

Daily MSP Route Report							RESTRICTED INFORMATION
Delivery Unit: Service Date: Service Week:							
Route	Type	Address	Carrier	Scan Time			Keyed Entry
				Sched	Act	Var	
18014	Hot Case		PINTO, R T	10:35	9:50	-0:44	
	Depart to Route		PINTO, R T	10:43	10:04	-0:38	
	First Delivery	146 1ST AVE APT B1	PINTO, R T	10:50	12:52	2:02	
	Address	47 BRIDGE ST APT 1	PINTO, R T	11:40	11:25	-0:16	
	Address	752 MAIN ST	PINTO, R T	13:08	12:18	-0:50	
	Address	24 UPLAND AVE APT 1	PINTO, R T	13:20	12:28	-0:52	
	Address	300 6TH AVE APT 623	PINTO, R T	14:32	14:57	0:25	
	Address	945 MAIN ST OFC	PINTO, R T	14:49	14:42	-0:07	
	Address	5400 POST RD APT 1	PINTO, R T	14:50	10:08	-4:42	
	Address	5300 POST RD APT 116	PINTO, R T	14:58	10:24	-4:34	
	Last Delivery	5300 POST RD APT 132	PINTO, R T	15:18	10:33	-4:45	
	Return to Office		PINTO, R T	15:50	15:28	-0:22	

Carrier did not follow authorized line of travel, or pivot plan needs updating.

In some cases, you will need to view the **MSP CARRIER REPORT** to gather more information about your findings.





# The MSP Carrier Report

MSP Carrier Report													RESTRICTED INFORMATION
Delivery Unit:													
Service Date:													
Service Week:													
Carrier	Route	Type	Address	Scan Time				Interval			Keyed Entry		
				Adj Sched	Sched	Act	Var to Sched	Adj Sched	Act	Var to Adj Sched			
DANIELS, G E	32004	Hot Case		10:24	10:11	10:52	0:41						
	32004	Depart to Route		10:33	10:20	11:02	0:43	0:09	0:11	0:02			
	32004	First Delivery	50 WATERHOUSE RD	10:38	10:25	11:10	0:44	0:05	0:07	0:02			
	32004	Address	170 CLAY POND RD UNIT C	12:07	11:54	12:22	0:28	1:29	1:13	-0:16			
	32004	Address	2 WESTERLY DR	12:41	12:29	12:27	-0:02	0:35	0:05	-0:30			
	32004	Address	71 THOM AVE	12:51	13:08	12:59	-0:10	0:10	0:32	0:22			
	32004	Address	53 HOWARD AVE	13:41	13:58	13:44	-0:14	0:50	0:45	-0:05			
	32004	Address	80 VALLEY BARS RD	14:13	14:31	14:23	-0:08	0:32	0:39	0:07			
	32004	Address	21 ELDRIDGE ST	14:32	14:49	14:43	-0:06	0:19	0:20	0:02			
	32004	Address	81 WATERHOUSE RD APT B	16:20	16:38	17:23	0:46	1:49	2:40	0:52			
	32004	Last Delivery	1748 CLAY POND RD	16:22	16:39	17:00	0:21	0:01	-0:23	-0:25			
	32004	Return to Office		17:08	16:25	17:41	1:16	0:46	0:41	-0:05			

The CARRIER report is a detailed accounting based on route scans for a specific carrier. It will provide the following information:

- Route Route number. Possibly more than one (Pivots)
- Type Label description
- Address Office and Street label locations

### SCAN TIME

- Adj. Sched Adjusted scheduled scan time based on the day's PROJECTED leaving time
- Sched. Base scheduled scan time
- Act Actual time of scan
- Var. to Sched. Variance based on Actual vs. Scheduled time (not Adjusted)

### INTERVAL

- Adj. Sched Time intervals between Adjusted Scheduled scan times
- Act. Time intervals between Actual scan times
- Var. to Adj. Sched. Variance based on Actual vs. **Adjusted** Scheduled interval
- Keyed Entry Indicates manual entry of barcode ID into scanner

# Analyzing the Carrier Report:

The **Carrier Report** displays a carrier's scan activities for the day selected. You can compare scheduled times against actual times and scheduled intervals against actual time taken. It is important to remember that you are looking at results. Your function now is to determine the cause for these results and act based on your findings.

- Are there any excessive time intervals between scans?
- Is carrier delivering the route in order?
- Are any scans missed?
- Is base data incorrect?

YOU NEED TO DETERMINE THE CAUSE!

## EXAMPLE #1

**MSP Carrier Report** RESTRICTED INFORMATION

Delivery Unit:  
Service Date:  
Service Week:

**Carrier Missed Scan**

**1:04 Travel to Route**

Carrier	Route	Type	Address	Scan Time				Interval			Key-Entry
				Adj Sched	Sched	Act	Var to Sched	Adj Sched	Act	Var to Adj Sched	
CASTORE, R A	18002	Hot Case		9:57	9:57	10:02	0:05				
	18002	Depart to Route		9:58	9:58	10:02	0:04	0:01	0:00	-0:01	
	18002	First Delivery	414 MAIN ST	10:04	10:04	11:06	1:02	0:05	1:04	0:59	
	18002	Address	130 MAIN ST UNIT 1	10:43	10:43	11:28	0:45	0:39	0:22	-0:17	
	18002	Address	50 DUANE ST	11:17	11:18	12:12	0:54	0:35	0:44	0:09	
	18002	Address	61 WILLIAMS ST	11:30	11:31	12:23	0:52	0:13	0:11	-0:02	
	18002	Address	5 DIVISION ST STE 1	11:55	11:56			0:25			
	18002	Address	100 MARLBOROUGH ST APT 1	12:22	12:22	13:10	0:47	0:26	0:47	0:20	
	18002	Address	252 MARLBOROUGH ST APT 1	12:22	12:22	13:35	1:13	0:00	0:25	0:25	
	18002	Address	31 QUEEN ST APT 1	13:14	13:46	14:33	0:48	0:53	0:58	0:05	
	18002	Last Delivery	42 KING ST	14:18	14:49	15:22	0:34	1:04	0:49	-0:14	
	18002	Return to Office		15:18	15:50	16:14	0:25	1:00	0:52	-0:08	

**1:01 scheduled "Travel From" time  
Is this really the last delivery?**

**Every street scan was hit between 34 min. – 1:13 late  
Return to office 25 min. late**

### Example #2 – Out of Sequence Delivery

MSP Carrier Report				RESTRICTED INFORMATION							
Delivery Unit: Service Date: Service Week:				<div style="border: 1px solid black; padding: 5px; display: inline-block;">                     Carrier did not follow authorized line of travel                 </div>							
Carrier	Route	Type	Address	Scan Time				Interval			Keyed Entry
				Adj Sched	Sched	Act	Var to Sched	Adj Sched	Act	Var to Adj Sched	
PINTO, R T	18014	Hot Case		9:53	10:35	9:50	-0:44				
	18014	Depart to Route		10:01	10:43	10:04	-0:38	0:08	0:14	0:06	
	18014	First Delivery	146 1ST AVE APT B1	10:02	10:50	12:52	2:02	0:01	2:48	2:47	
	18014	Address	47 BRIDGE ST APT 1	10:52	11:40	11:25	-0:16	0:50	-1:28	-2:17	
	18014	Address	752 MAIN ST	11:49	13:08	12:18	-0:50	0:58	0:53	-0:04	
	18014	Address	24 UPLAND AVE APT 1	12:01	13:20	12:28	-0:52	0:12	0:10	-0:02	
	18014	Address	300 6TH AVE APT 623	13:14	14:32	14:57	0:25	1:13	2:29	1:17	
	18014	Address	945 MAIN ST OFC	13:31	14:49	14:42	-0:07	0:17	-0:15	-0:32	
	18014	Address	5400 POST RD APT 1	13:31	14:50	10:08	-4:42	0:01	-4:34	-4:35	
	18014	Address	5300 POST RD APT 116	13:39	14:58	10:24	-4:34	0:08	0:16	0:08	
	18014	Last Delivery	5300 POST RD APT 132	13:59	15:18	10:33	-4:46	0:20	0:09	-0:11	
	18014	Return to Office		14:32	15:50	15:28	-0:22	0:34	4:55	4:21	

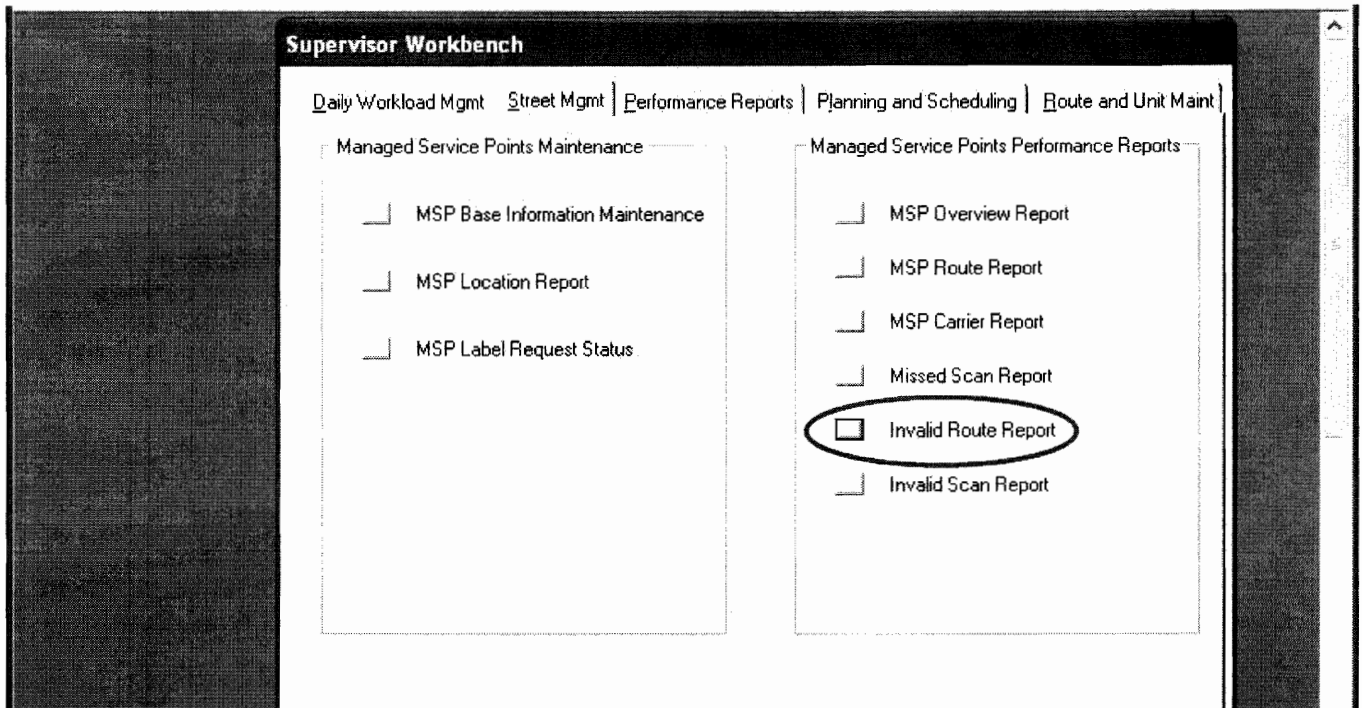
This route was delivered out of authorized sequence.

### Example #3 – Missed Scans

MSP Carrier Report				RESTRICTED INFORMATION							
Delivery Unit: Service Date: Service Week:											
Carrier	Route	Type	Address	Scan Time				Interval			Keyed Entry
				Adj Sched	Sched	Act	Var to Sched	Adj Sched	Act	Var to Adj Sched	
SIMMONS, E W	27009	Hot Case		10:02	9:52						
	27009	Depart to Route		10:14	10:04			0:11			
	27009	First Delivery	5614 ALLCROFT RD	10:19	10:10			0:05			
	27009	Address	5634 CHELWYND RD	11:52	11:43			1:34			
	27009	Address	961 ELM RD	12:22	12:13			0:30			
	27009	Last Delivery	1243 OAKLAND TERRACE RD	15:29	15:50			3:07			
	27008	Last Delivery	1329 POPLAR AVE	15:59	15:58			0:31			
	27009	Return to Office		16:05	15:55			0:06			

All scans missed

In this example, carrier actually made scans but used unknown MSP ID.  
 (See MSP Route Report, ex. #1, pg. 14)  
 View the Invalid Route Report



**INVALID ROUTE ERRORS NEGATIVELY IMPACT SCAN PERCENTAGES!!**

**Invalid Route Report** RESTRICTED !!

Delivery Unit:  
 Service Date:  
 Service Week:

	Carrier	Invalid Route	DOIS Assigned Route	Hot Case Route
1	DYKES, J S	07062C32	52032	52032
2	LU, Z	7060C017	50017	
3	ROBINSON, S T	7062C034	52033	

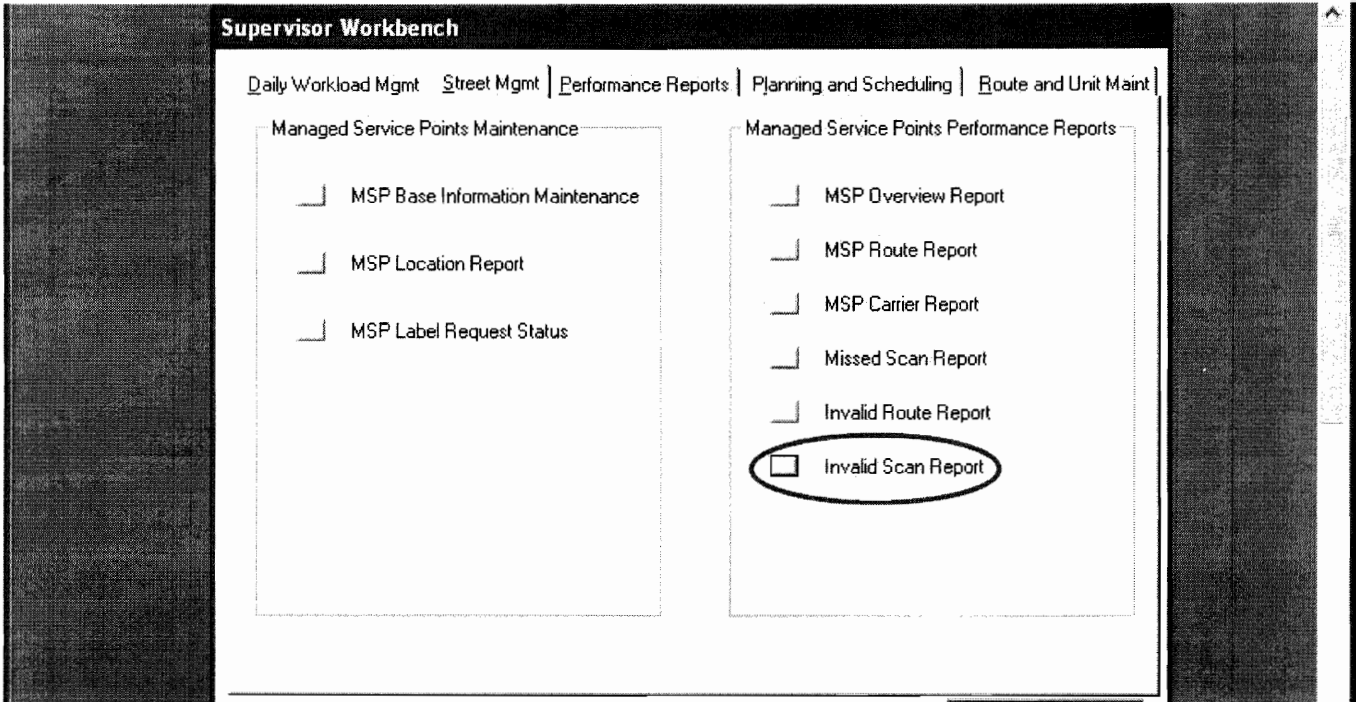
1. Wrong route format in scanner
  - Format should be: last 4 digits of zip + 3 digit route number
2. Carrier delivered in 2 zones and neglected to change zip in scanner (zipcode must be changed when crossing zones)

**OR**

Carrier scanned HOT CASE on 2 routes

3. Incorrect route number set up in scanner
  - Carrier worked on route 33 but set up scanner for route 34

**Run Invalid Scan Report**



### Invalid Scan Errors Negatively Impact Scan Percentage

**Invalid Scan Report** RESTRICTED INFORMATION

Delivery Unit: \_\_\_\_\_  
 Service Date: \_\_\_\_\_  
 Week: 35 A

Route	Carrier	Street Scans	
		Address	Actual Scan Time
06070	UNKNOWN	1035 18TH AVE	12:41
	UNKNOWN	553 SANFORD AVE	12:07
	UNKNOWN	612 SANFORD AVE STE 1	11:34
	UNKNOWN	1070 18TH AVE	11:05
	UNKNOWN	81 MEAD ST	10:46
	UNKNOWN	7 COMMONWEALTH AVE APT 1	9:47
	UNKNOWN	9 LENOX ST APT 1L	9:23
	UNKNOWN	7 COMMONWEALTH AVE APT 1	9:23
	UNKNOWN	75 UNDERWOOD ST APT 1	8:52
	UNKNOWN	9 LENOX ST APT 1L	8:52
06077	UNKNOWN	96 RICHELIEU TER APT 1	10:16
06087	UNKNOWN	48 IVY CT	13:14

**DOIS prints new encryption every time a label is ordered. Labels cannot be stockpiled. Remove old labels and do not send new labels out with carriers to affix.**





## **Check.....Investigate.....Act**

Never assume. Investigation of data is required before coming to any conclusion. A little research will provide the facts and paint a true picture.

**Check** the reports  
**Investigate** your discoveries  
**Act** accordingly

Be fair.

Analyze the reports, develop a plan, ask questions, and manage.

When analyzing the reports determine what warrants further investigation, then conduct the appropriate follow-up. Once you've found out what happened, if action is warranted, ACT appropriately.

Persistence in identifying street issues can lead to self-correction.

Remember, there are three components that measure your SUCCESS WITH MSP:

1. Scan Rate
2. Percent on Time
3. Changes in Carrier Behavior