# DOIS

## DELIVERY OPERATIONS
## INFORMATION SYSTEM

United States Postal Service

# Using
# MSP

Updated June 30, 2006

# Table of Contents

# 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 verses 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$^{st}$ Delivery on Route
4. Scan point  ——————————➤  Up to 5 additional scan points
5. Scan point  ——————————➤  may be added
6. Last Delivery on Route
7. Return to Office

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$^{st}$ 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$^{st}$ 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 = On time Street Scans / 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



Managed Service Points

MSP

Performance

Consistency

Uniformity

Understanding
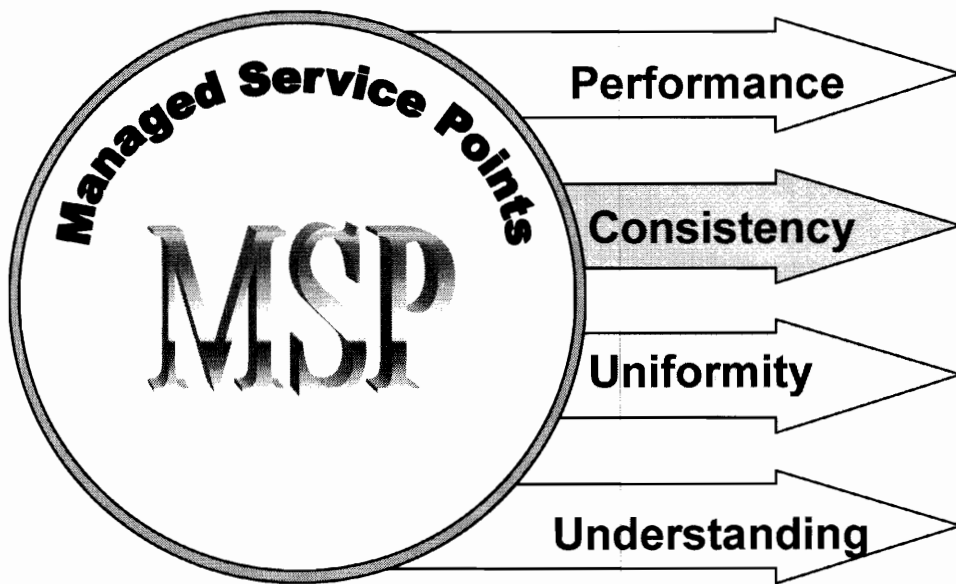
# How Do I Start?

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:
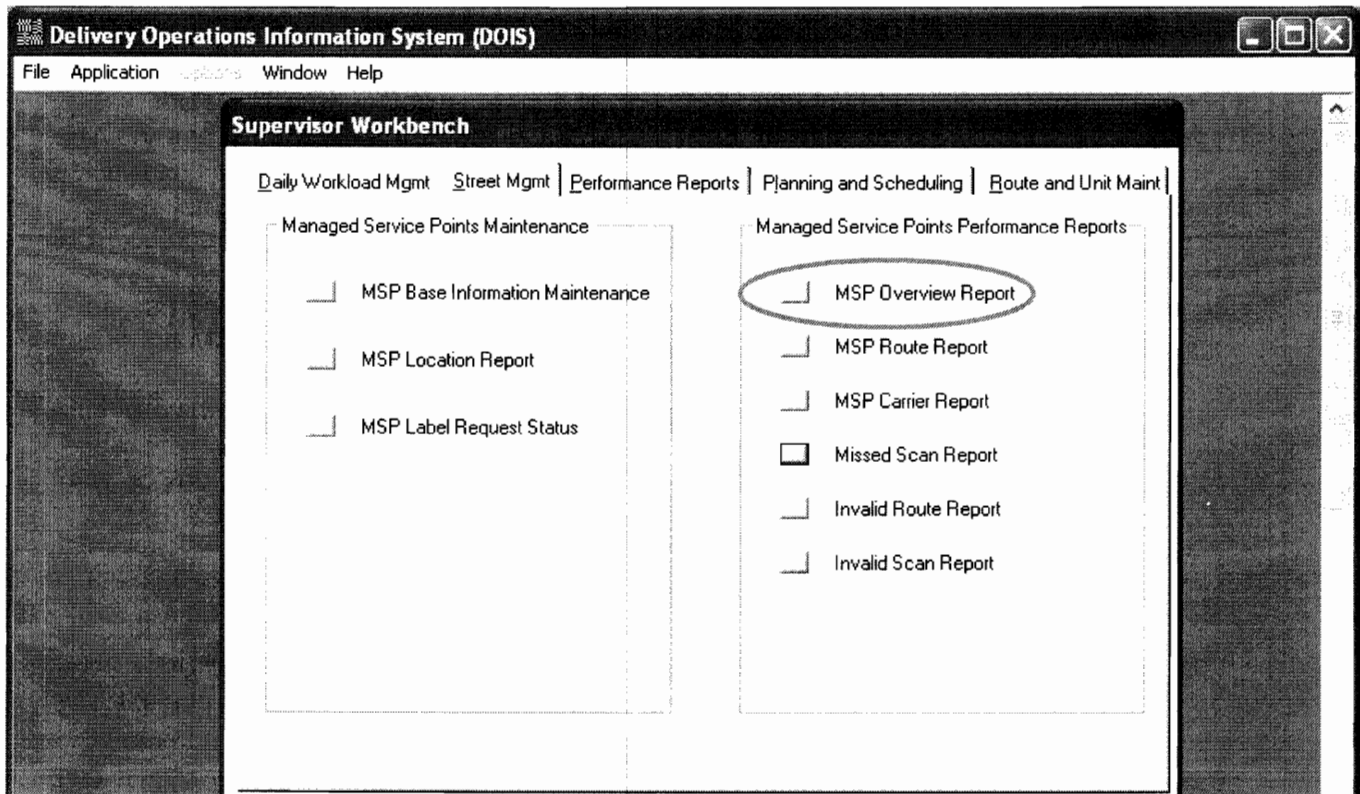
# How Do I Read
# The MSP Overview Report?

**Daily MSP Overview Report**                                                          RESTRICTED INFORMATION

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 | 0:06 | -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 | 49:53 | 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:
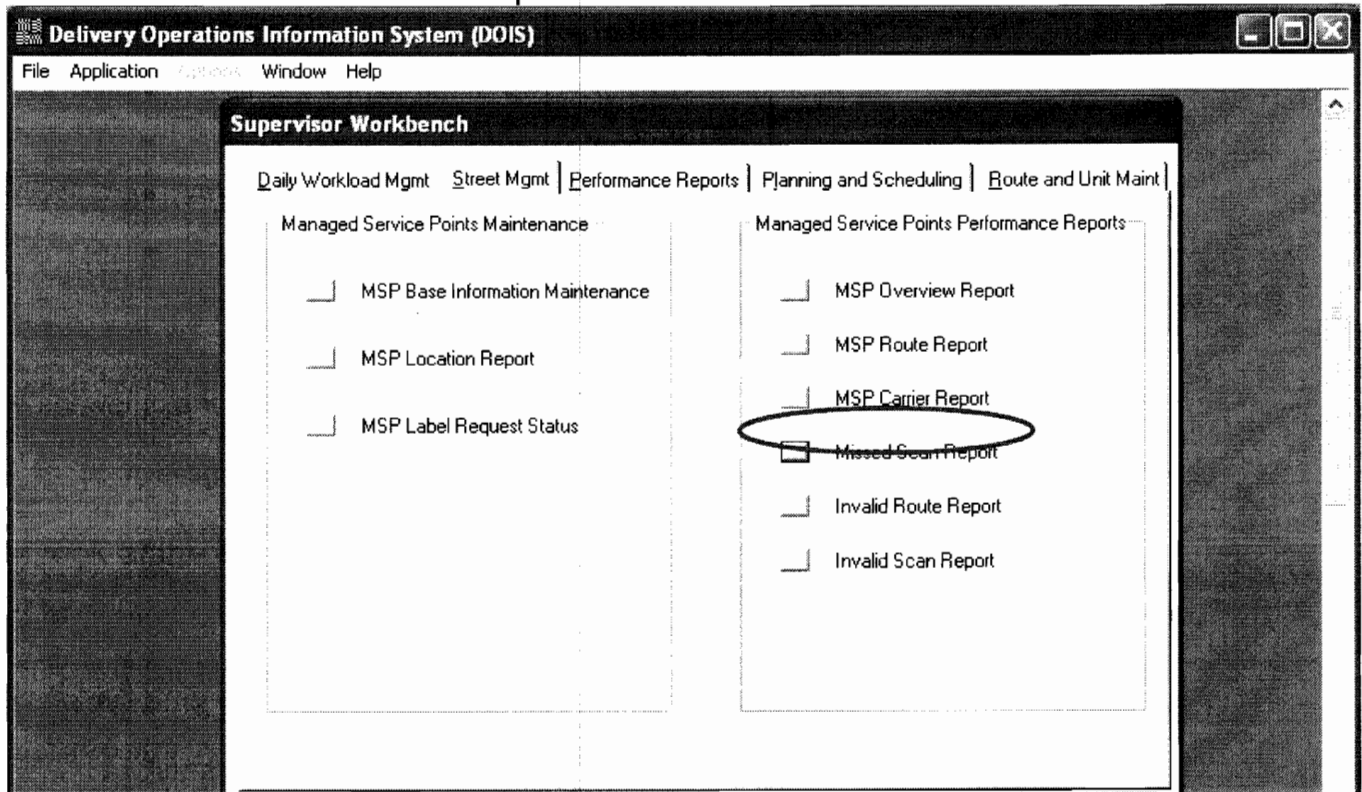
# Missed Scan Report

**Daily Missed Scan Report**

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 | PETITPAS, 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 |

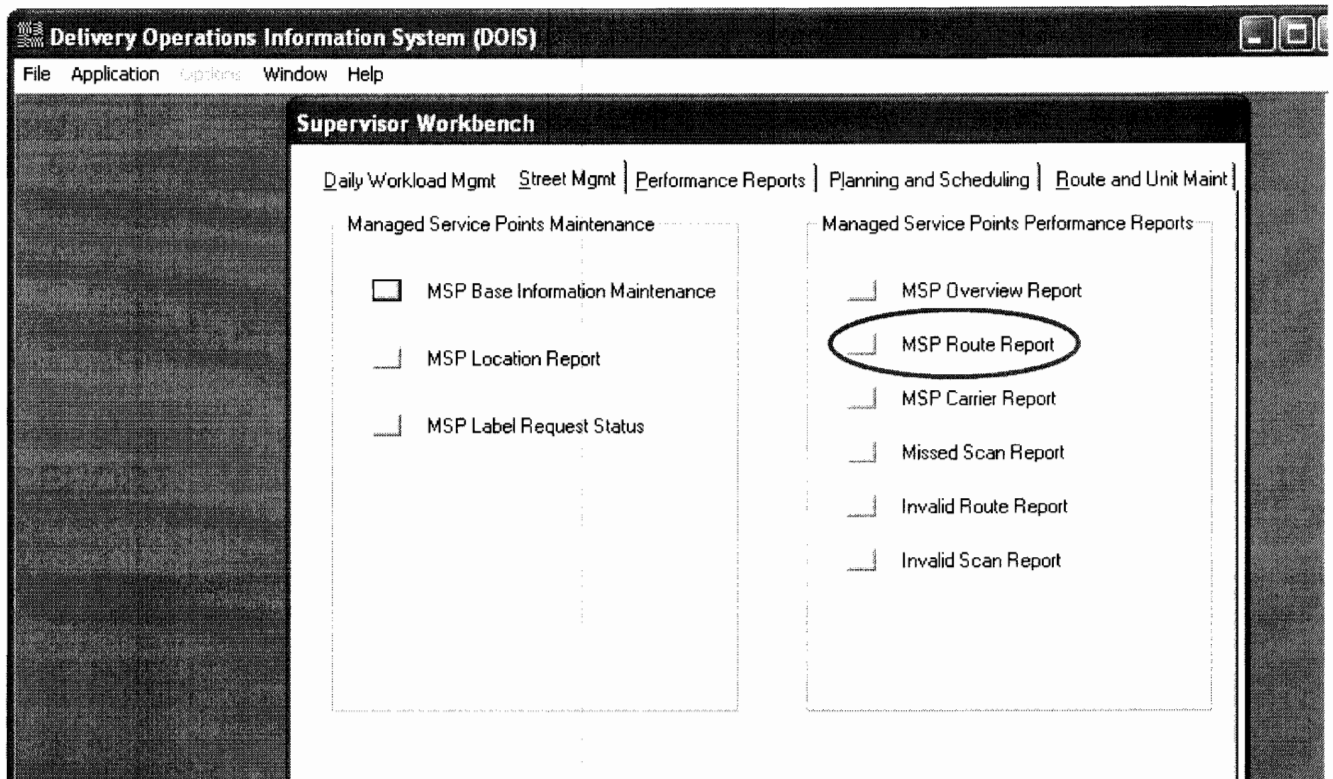## Missed Scan Report:

- 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**

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**

Delivery Unit
Service Date:
Service Week:

| Route | Type | Address | Carrier | Scan Time Sched | Scan Time Act | Scan Time Var | Keys Entry |
|-------|------|---------|---------|-------|-----|-----|-------|
| 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 | 1:49 | |
| | 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**

Delivery Unit:
Service Date:
Service Week:

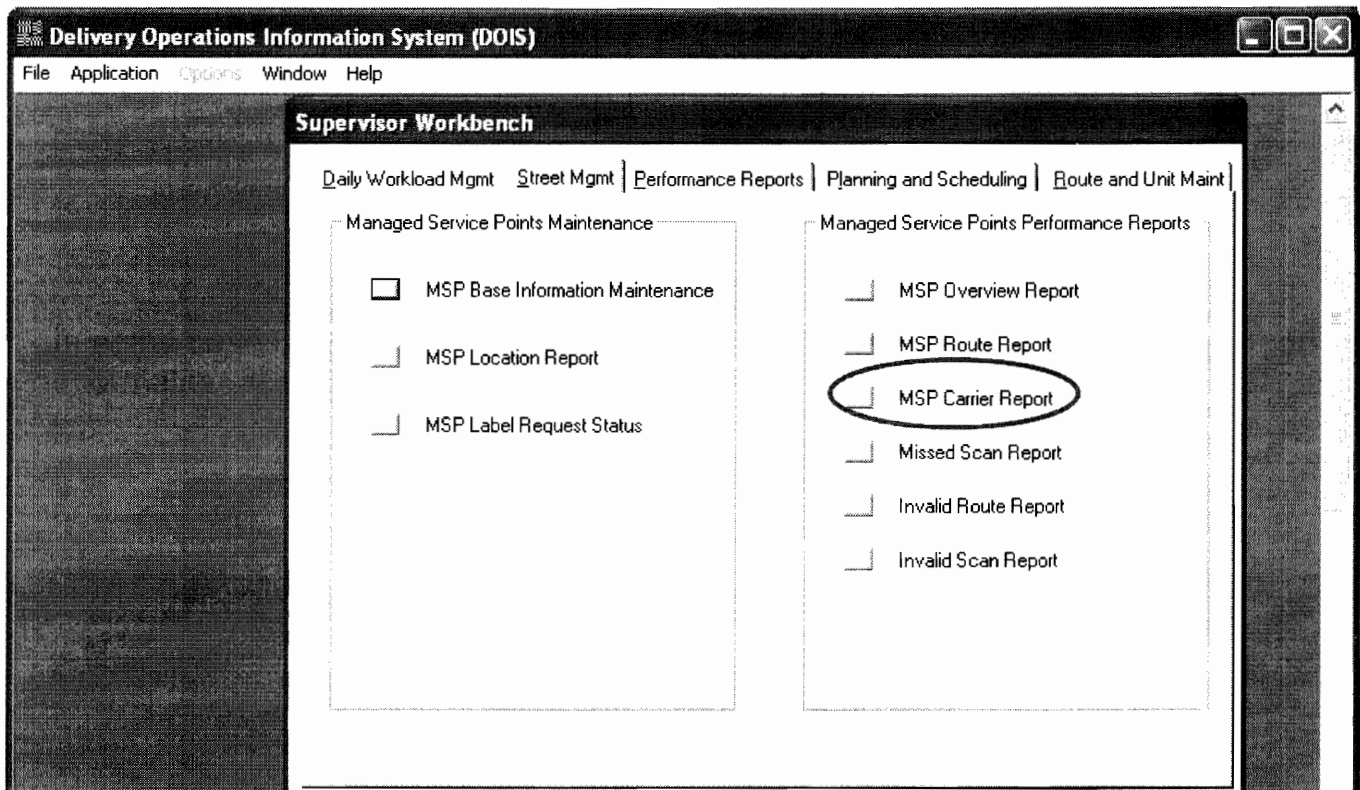| Route | Type | Address | Carrier | Scan Time Sched | Scan Time Act | Scan Time Var | Keyed Entry |
|-------|------|---------|---------|-------|------|------|-------|
| 86029 | Hot Case | | ARMENTI, A J | 9:35 | 9:36 | 0:01 | |
| | Depart to Route | | ARMENTI, A J | 9:44 | 9:36 | -0:08 | |
| | First 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 WELLSPRING 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**

Delivery Unit:
Service Date:
Service Week:

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

| Route | Type | Address | Carrier | Scan Time Sched | Scan Time Act | Scan Time Var | Keyed Entry |
|-------|------|---------|---------|-------|------|------|-------|
| 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 | |

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**

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 | 0:46 | -0:05 | |
| | 32004 | Address | 90 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 | 174B 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**

Delivery Unit:
Service Date:
Service Week:

RESTRICTED INFORMATI

Carrier Missed Scan

1:04 Travel to Route

| Carrier | Route | Type | Address | Scan Time | | | | Interval | | | Keyer 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**

Delivery Unit:
Service Date:
Service Week:

**Carrier did not follow authorized line of travel**

| 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 | -4:45 | 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**

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**

19
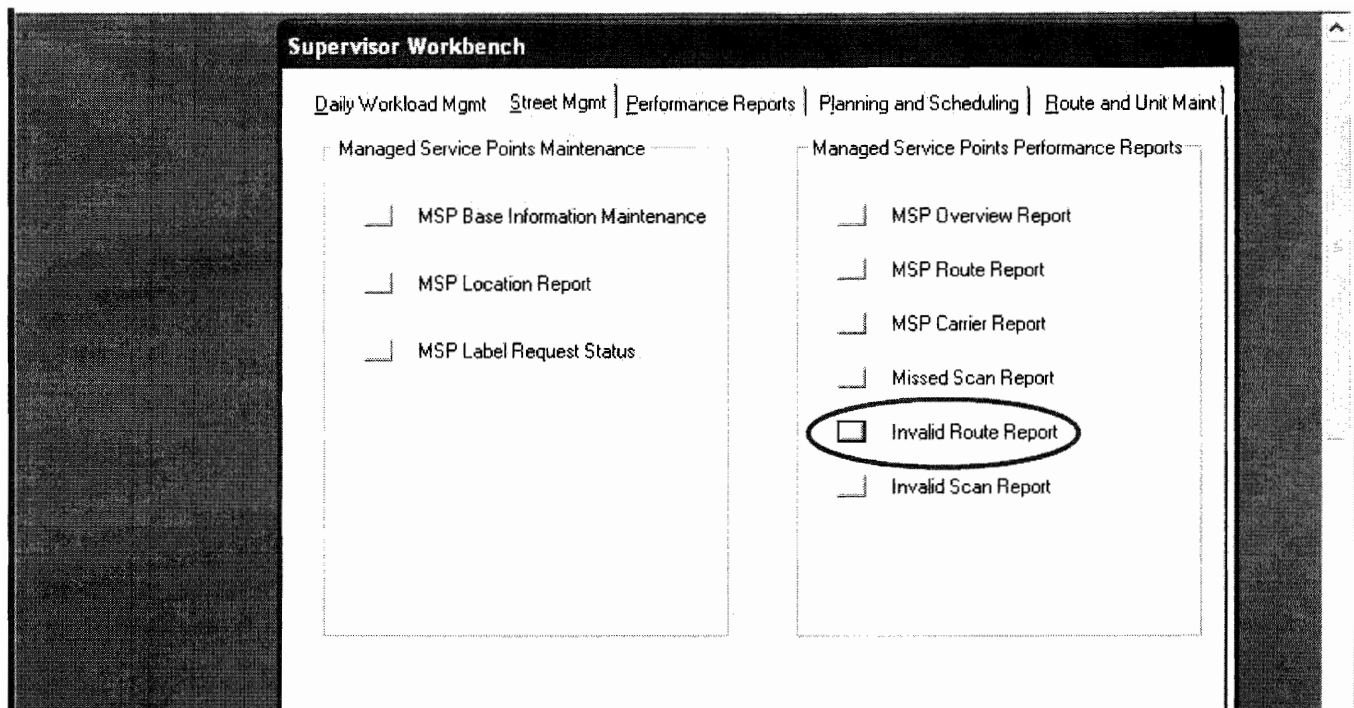
## INVALID ROUTE ERRORS NEGATIVELY IMPACT SCAN PERCENTAGES!!

### Invalid Route Report

RESTRICTED !!

Delivery Unit:
Service Date:
Service Week:

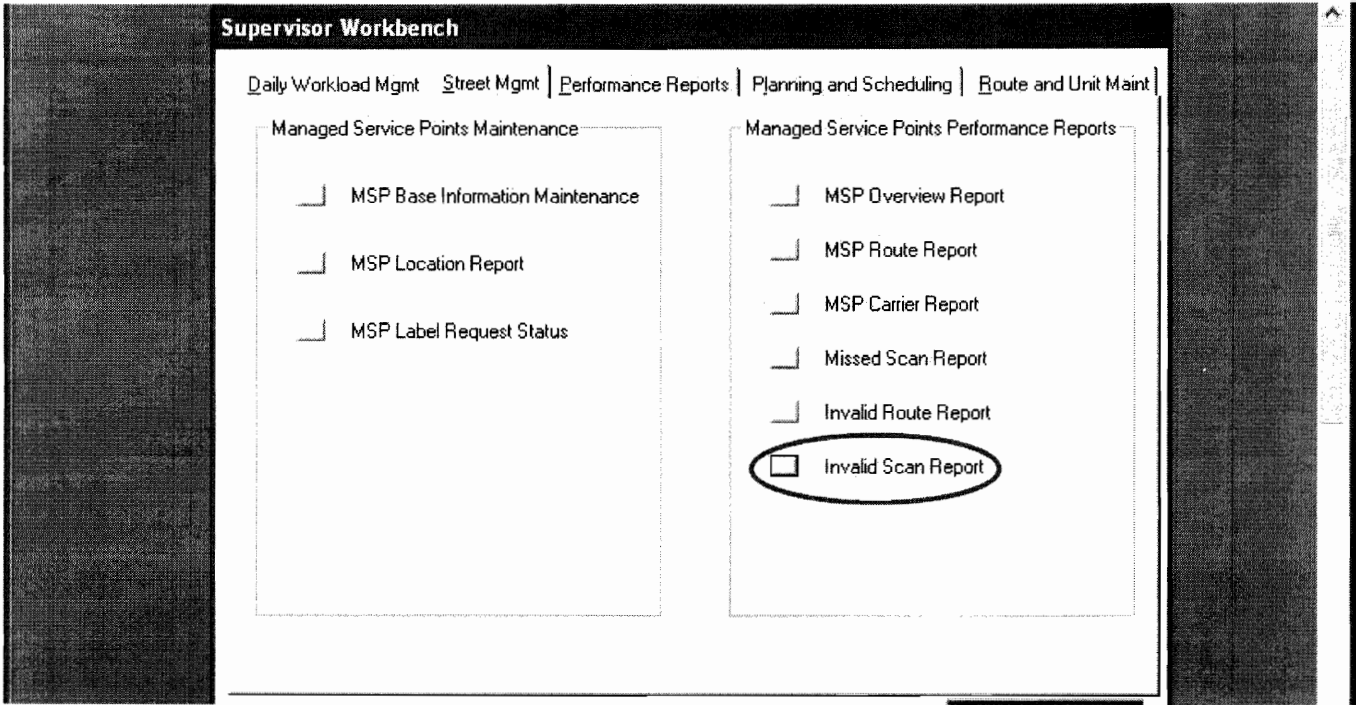| | Carrier | Invalid Route | DOIS Assigned Route | Hot Case Route |
|---|---|---|---|---|
| 1 | DYKES, J S | 07052C32 | 52032 | 52032 |
| 2 | LU, Z | 7050C017 | 50017 | |
| 3 | ROBINSON, S T | 7052C034 | 52033 | |

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**

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

Managed Service Points Maintenance

⌐ MSP Base Information Maintenance

⌐ MSP Location Report

⌐ MSP Label Request Status

Managed Service Points Performance Reports

⌐ MSP Overview Report

⌐ MSP Route Report

⌐ MSP Carrier Report

⌐ Missed Scan Report

⌐ Invalid Route Report

☐ Invalid Scan Report

## 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