



# DOIS

# MSP BASICS

June 1, 2006



**MSP BASICS**

# **MSP BASE DATA**

**WHERE DOES IT COME  
FROM?**

### Route Base Information Maintenance

Route Number: 37037

Delivery Unit: 3293701  
Route Number: 37037  
Regular Carrier: COLON, LM

#### General Information

Type of Route  
 Residential  
 Business  
 Mixed

Auxiliary  
 Saturday Non-Delivered

Type of Delivery  
 Foot  
 Dismount  
 Curbine Motorized

Park and Loop  
 Other

Full Coverage Factor  
0:00:00

Parcels Over Base  
0:00:00

Per 100 Res Deliveries  
Per Parcel

Schedule

	Daily	Saturday
Begin:	08:30 AM	08:30 AM
Leave:	10:30 AM	10:30 AM
Return:	04:50 PM	04:50 PM
End:	05:00 PM	05:00 PM

### MSP Location Report

Type	Address	Label Location	Scheduled Scan Time
Hot Case		Hot Case	10:30
Depart to Route		Out Door	10:49
First Delivery	152 ATLAS LN	Box Lid	11:03
Address	363 TITAN DR	Box Lid	12:02
Address	405 ERGLE DR	Box Lid	12:59
Address	303 IBIS LN	Box Lid	13:50
Address	405 PENGUIN DR	Box Lid	14:22

**The Hot Case time is taken directly from the LEAVE time in the Route Base Info window. Carriers should be hitting the Hot Case on their way out the door to load their vehicles**

\* Fixed Office Time includes Line Items 14, 15, 16, 18

Leave Office - Show Line of Travel

Vehicle load time is 19 minutes.....

Vehicle load time from the 3999 is added to the Hot Case time to arrive at the Depart to Route time. Carriers depart to route after loading their vehicles.

Delivery Methods	Block Number and Street Name	Time Entered Block	Actual Time Used	Residential			Business			Det. PO Box	
				Delys. Poss. Other	Delys. Poss. NDC/BU	Delys. Poss. Oth-Cen	Delys. Poss. Curb	Delys. Poss. Delys. Made	Delys. Poss. Delys. Made		Delys. Poss. Delys. Made
	VEHICLE LOAD	10:15:00	00:19:00								
	TRAVEL TO	10:34:00	00:14:00								
V	124 - 198 ATLAS LN	E 10:48:00	00:02:00	6							
V	100 - 122 ATLAS LN	E 10:50:00	00:02:00	2							
V	300 - 398 POLARIS DR	E 10:52:00	00:05:00	5							
V	100 - 198 BOMARC LN	E 10:57:00	00:05:00	3							
V	301 - 399 JUPITER DR	O 11:02:00	00:06:00	4							
V	200 - 298 ATLAS LN	E 11:08:00	00:02:00	11							
V	300 - 398 JUPITER DR	E 11:09:59	00:04:00	1	10						
V	301 - 399 APOLLO DR	O 11:14:00	00:04:00	2	9						
	PARCEL DELIVERY										
V	300 - 398 APOLLO DR	E 11:18:00	00:01:00	2	9						
V	301 - 399 GEMINI DR	O 11:23:00	00:04:00	3	8						
V	300 - 398 GEMINI DR	E 11:27:00	00:05:00	3	8						
V	301 - 399 POLARIS DR	O 11:32:00	00:04:00	1	10						
V	301 - 399 TITAN DR	O 11:36:00	00:01:00	2							
	TRAVEL WITHIN										
	NON-DEL POINT(S): P										

LV 10:30  
 + 0:19  
 Depart 10:49  
 (DOIS may round up or down)

### MSP Location Report

Delivery Unit: 3293701  
 Route Number: 37037  
 Regular Carrier: COLON, L M

Leave Office - Show Line of Travel

**Vehicle load time is 19 minutes...**

Delivery Methods	Block Number and Street Name	Element	Time Enter Block	Actual Time Used
	VEHICLE LOAD		10:15:00	00:19:00
	TRAVEL TO		10:34:00	00:14:00
V	124 - 188 ATLAS LN	E	10:48:00	00:02:00
V	100 - 122 ATLAS LN	E	10:50:00	00:02:00
V	300 - 388 POLARIS DR	E	10:52:00	00:05:00
V	301 - 388 TITAN DR	O	11:36:00	00:01:00
	TRAVEL WITHIN		11:37:00	00:02:00
	NON-DEL POINT(S): P		11:39:00	00:01:00

**LV 10:30  
 + 0:19  
 Depart 10:49  
 (DOIS may round up or down)**

Type	Address	Label Location	Scheduled Scan Time
Hot Case		Hot Case	10:30
Depart to Route		Out Door	10:49
First Delivery	152 ATLAS LN	Box Lid	11:03
Address	363 TITAN DR	Box Lid	12:02
Address	406 EAGLE DR	Box Lid	12:59
Address	303 JIBBEN	Box Lid	13:50
Address	405 PENGUIN DR	Box Lid	14:22
Address	404 PENGUIN DR	Box Lid	14:50
Address	407 SANDPIPER DR	Box Lid	15:26
Address	400 RED SAIL WAY	Box Lid	16:13
Last Delivery	415 GREEN TURTLE CV	Box Lid	16:39
Return to Office		In Door	16:50

**MSP Location Report**

Delivery Unit: 3293701  
 Route Number: 37037  
 Regular Carrier: COLON, L M

**Added to the Depart to Route time  
 to arrive at the First Delivery time....**

Delivery Methods	Block Number and Street Name	Time Enter Block	Actual Time Used	Type	Address	Label Location	Scheduled Scan Time
	VEHICLE LOAD		10:15:00-10:00:00				
	TRAVEL TO		10:34:00-14:00:00				
V	124 - 188 ATLAS LN	E	10:48:00-10:02:00	Address	152 ATLAS LN	Box Lid	11:03
V	100 - 122 ATLAS LN	E	10:50:00-10:02:00	Address	363 TITAN DR	Box Lid	12:02
V	300 - 398 POLARIS DR	E	10:52:00-10:05:00	Address	406 EAGLE DR	Box Lid	12:59
V	100 - 188 BOMARC LN	E	10:57:00-10:05:00	Address	303 IBIS LN	Box Lid	13:50
V	301 - 398 JUPITER DR	O	11:02:00-10:06:00	Address	405 PENGUIN DR	Box Lid	14:22
V	200 - 288 ATLAS LN	E	11:08:00-10:02:00	Address	404 PENGUIN DR	Box Lid	14:50
V	300 - 398 JUPITER DR	E	11:09:59-10:04:00	Address	407 SANDPIPER DR	Box Lid	15:26
V	301 - 398 APOLO DR	O	11:14:00-10:04:00	Address	407 SANDPIPER DR	Box Lid	15:26
			10:00-01:00	Address	400 RED SAIL WAY	Box Lid	16:13
			10:00-04:00	Address	400 RED SAIL WAY	Box Lid	16:13
			10:00-05:00	Address	415 GREEN TURTLE CV	Box Lid	16:39
			10:00-05:00	Last Delivery	415 GREEN TURTLE CV	Box Lid	16:39
			10:00-04:00	Return to Office		In Door	16:50
			10:00-01:00				
			10:00-02:00				
			11:39:00-10:01:00				
	MON-DEL POINT(S): P						

**Travel To time  
 is 14 minutes....**

**Depart: 10:49  
 + 0:14  
 1st del. = 11:03**



## MSP BASICS

Calculation of intervals between scheduled street scans after the first delivery:

1. Sum of all previous sector segments in **PIVOT PLAN**
2. Then calculate:
  - a. Duration of current SS divided by PDs on that SS
  - b. Multiply that by the del. pt. number on that SS
3. Add 1 and 2 above to get scheduled scan time
4. All street scans after the first delivery (including last delivery) are calculated this way

Route Base Information Maintenance

Route Number: 37037

Display

General Information

Type of Route  
 Residential  
 Business  
 Mixed

Auxiliary  
 Saturday Non-Delivered

Type of Delivery  
 Foot  
 Dismount  
 Curbine Motorized

Park and Loop  
 Other

Full Coverage Factor  
0:00:00

Parcels Over Base  
0:00:00

Per 100 Res Deliveries  
Per Parcel

Schedule

	Daily	Saturday
Begin:	08:30 AM	08:30 AM
Leave:	10:30 AM	10:30 AM
Return:	04:50 PM	04:50 PM
End:	05:00 PM	05:00 PM

Last Inspection Date: 03/06/2004

Base Times

Office Time:	2:22
Street Time:	5:49
Total Time:	8:11
Router Time:	0:00
* Fixed Office Time:	0:47

Last Adjustment Date:

Mail Volume

Letter Volume:	437	AM	0	PM
Flat Volume:	727		0	
Total Volume:	1164		0	
DPS Percent:	92	%		
Base Parcels:	11			

Possible Deliveries

**The Return to Office time is taken directly from the RETURN time in the Route Base Info window.**  
**Carriers should be scanning the Return to Office label on their way in the door from the street.**

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



### MSP Location Report

Delivery Unit: 3293701  
 Route Number: 37037  
 Regular Carrier: COLON, L M

Route Number: 37037

General Information | Travel Information

Type of Route  
 Residential  
 Business  
 Mixed

Auxiliary  
 Saturday Non-Deliveries

Type of Delivery  
 Foot  
 Dismount  
 Curbine Motorized

Park and Loop  
 Park and Loop  
 Other

Full Coverage Factor  
 0:00:00

Parcels Over Base  
 0:00:00

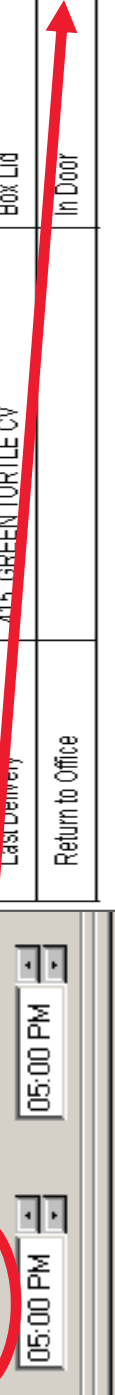
Per 100 Res Deliveries  
 Per Parcel

Schedule

Daily  
 Begin: 08:30 AM  
 Leave: 10:30 AM  
 Return: 04:50 PM  
 End: 05:00 PM

Saturday  
 08:30 AM  
 10:30 AM  
 04:50 PM  
 05:00 PM

Type	Address	Label Location	Scheduled Scan Time
Hot Case		Hot Case	10:30
Depart to Route		Out Door	10:49
First Delivery	152 ATLAS LN	Box Lid	11:03
Address	363 TITAN DR	Box Lid	12:02
Address	406 EAGLE DR	Box Lid	12:59
Address	303 IBIS LN	Box Lid	13:50
Address	405 PENGUIN DR	Box Lid	14:22
Address	404 PENGUIN DR	Box Lid	14:50
Address	407 SANDPIPER DR	Box Lid	15:26
Address	400 RED SAIL WAY	Box Lid	16:13
Last Delivery	415 GREEN TURTLE CV	Box Lid	16:39
Return to Office		In Door	16:50



\* Fixed Office Time includes Line Items 14, 15, 16, 1



## MSP BASICS

### A minimum of 7 basic MSP points are required:

- 1) Hot case
  - 2) Depart to Route
  - 3) First Delivery on route
  - 4) "Address" – any other points on route  
Must have between 2 and 7 of these
  - 5) Last delivery on route
  - 6) Return to Office
- #s 1, 2 and 6 are office scans
- #s 3, 4 and 5 are street scans



## MSP BASICS

### First Delivery and Last Delivery scan points:

**DOIS automatically designates the first and last street scan points BUT....**

**Local unit must ensure that they are actually at the beginning and end of the route!**

**Local unit must maintain scan points after any territorial adjustments**

## MSP Location Report

Delivery Unit:

Route Number:

Regular Carrier:

Type	Address	Label Location	Scheduled Scan Time
Hot Case		Hot Case	10:34
Depart to Route		Out Door	10:43
First Delivery	1025 MILITARY TRL STE 100	Box Lid	10:49
Address	1101 MILITARY TRL APT 101	Box Lid	11:20
Address	861 TONEY PENNA DR	Business Door Frame	12:27
Address	400 GEORGIAN PARK DR	Box Lid	12:36
Address	419 GEORGIAN PARK DR	Box Lid	13:49
Address	501 OAK TER	Box Lid	13:49
Address	1030 MILITARY TRL LOT 1	Box Lid	14:25
Address	1112 MILITARY TRL	Box Lid	14:30
Last Delivery	65 MAPLECREST CIR	Box Lid	15:41
Return to Office		In Door	16:20

MSP Label Request Status

District: SE NEW ENGLAND

Facility: BROCKTON

Delivery Unit: ALL

Route Number:

Label Type

- Office Labels
- Street Labels
- Mailing Labels

Display

Managed Service Points Label Requests

Delivery Unit	Rte Nbr	Type	Address	Date Requested	# Previously Requested	New MSP?	Status	Comments
BROCKTON, 0230201	02052	ADDR	266 E ASHLAND ST	06/01/2006	1		PRT	
BROCKTON, 0230201	02083	ADDR	122 S LEYDEN ST APT 1	06/01/2006	3		PRT	
BROCKTON, 0230101	01057	ADDR	82 GRANTVIEW TER	06/01/2006	1		PRT	
BROCKTON, 0230101	01057	ADDR	402 TORREY ST	06/01/2006	1		PRT	
BROCKTON, 0230101	01070	ADDR	17 SUMNER ST W	06/01/2006	2		PRT	
BROCKTON, 0230102	01006	ADDR	120 DOVER ST APT 1	06/07/2006	1		SUB	

Help

Print Requests

Make Requests

Close

Change Delivery Unit



## MSP BASICS

### Carrier Responsibility:

- 1) Office Scans – the Primary Street carrier
  - If carrier is primary on more than one route, office scans not required by DOIS (but may still be required by AVUS)
- 2) Street Scans – the carrier assigned in DOIS to that segment of the route



## MSP BASICS

# HOW DO I IMPROVE MY SCORES?

- MAINTAIN BASE DATA ACCURACY
- ANALYZE REPORTS



**MSP BASICS**

# **MAINTAINING BASE DATA ACCURACY**





## MSP BASICS

**Verify in the following order:**

- 1. Most recent 3999 is less than 12 months old**
- 2. Route has not been adjusted since last 3999  
(Without a new 3999, scheduled intervals may be incorrect)**
- 3. Route base schedules are accurate and up to date**
- 4. Pivot plans have been recreated**



## MSP BASICS

### Ongoing Maintenance:

#### Recreate Pivot Plans whenever:

- Route base schedules change
- New 3999 uploaded to mainframe
- Line of travel change processed by AMS
- Route adjustments implemented

**RECREATING PIVOT PLAN UPDATES MSP TIMES!!**



**MSP BASICS**

# **COMMON ISSUES AND ERRORS**

### MSP Location Report

Delivery Unit:

Route Number:

Regular Carrier:

Duplicate Scheduled Scan Time

Type	Address	Label Location	Scheduled Scan Time
Hot Case		Hot Case	10:34
Depart to Route		Out Door	10:43
First Delivery	1025 MILITARY TRL STE 100	Box Lid	10:49
Address	1101 MILITARY TRL APT 101	Box Lid	11:20
Address	861 TONEY PENNA DR	Business Door Frame	12:27
Address	400 GEORGIAN PARK DR	Box Lid	12:36
Address	419 GEORGIAN PARK DR	Box Lid	13:49
Address	501 OAK TER	Box Lid	13:49
Address	1030 MILITARY TRL LOT 1	Box Lid	14:25
Address	1112 MILITARY TRL	Box Lid	14:30
Last Delivery	65 MAPLECREST CIR	Box Lid	15:41
Return to Office		In Door	16:20

Pivot Plan Maintenance

Route Number:

Pivot Plan

Create or Edit Logical Groups

Assign Break Locations

	Duration	Dlvry Mthd	Dlvry Class	Poss Dlvry	Expected Enter Time	First Delivery	Expected Exit Time	Last Delivery
▶ LG	0:35	Curb	BUS	29	10:45:03 AM	1095 MILITARY TRL	11:19:56 AM	100 MARQUETTE DR
LG	0:57	Curb	RES	64	11:19:56 AM	1101 MILITARY TRL	12:16:42 PM	1101 MILITARY TRL
LG	0:19	Curb	MIX	4	12:16:42 PM	520 TONEY PENNA DR	12:35:43 PM	1002 RADIO RD
LG	0:45	Curb	RES	69	12:35:43 PM	400 GEORGIAN PARK DR	1:21:08 PM	129 GEORGIAN PARK DR
LG	0:28	Curb	RES	37	1:21:08 PM	106 OLD ENGLISH CT	1:48:42 PM	419 GEORGIAN PARK DR
LG	0:37	Curb	RES	84	1:48:42 PM	501 OAK TER	2:25:26 PM	1404 SUMMERWINDS LN
LG	0:49	Curb	MIX	124	2:25:26 PM	1030 MILITARY TRL	3:14:06 PM	1112 MILITARY TRL
LG	0:27	Curb	RES	120	3:14:06 PM	361 MAPLECREST CIR	3:41:28 PM	65 MAPLECREST CIR

Pivot Plan Maintenance

Route Number:

Pivot Plan

Create or Edit Logical Groups  Assign Break Locations

Duration	Dlvry Mthd	Dlvry Class	Poss Dlvry	Expected Enter Time	First Delivery	Expected Exit Time	Last Delivery
LG 0:35	Curb	BUS	29	10:45:03 AM	1095 MILITARY TRL	11:19:56 AM	100 MARQUETTE DR
LG 0:57	Curb	RES	64	11:19:56 AM	1101 MILITARY TRL	12:16:42 PM	1101 MILITARY TRL
LG 0:19	Curb	MIX	4	12:16:42 PM	520 TONEY PENNA DR	12:35:43 PM	1002 RADIO RD
LG 0:45	Curb	RES	69	12:35:43 PM	400 GEORGIAN PARK DR	1:21:08 PM	129 GEORGIAN PARK DR
LG 0:28	Curb	RES	37	1:21:08 PM	106 OLD ENGLISH CT	1:48:42 PM	419 GEORGIAN PARK DR
LG 0:37	Curb	RES	84	1:48:42 PM	501 DAK TER	2:25:26 PM	1404 SUMMERWINDS LN
LG 0:49	Curb	MIX	124	2:25:26 PM	1030 MILITARY TRL	3:14:06 PM	1112 MILITARY TRL
LG 0:27	Curb	RES	120	3:14:06 PM	361 MAPLECREST CIR	3:41:28 PM	65 MAPLECREST CIR

Pivot Plan Maintenance

Route Number:

Pivot Plan

Create or Edit Logical Groups  Assign Break Locations

Duration	Dlvry Mthd	Dlvry Class	Poss Dlvry	Expected Enter Time	First Delivery	Expected Exit Time	Last Delivery
LG 0:35	Curb	BUS	29	10:45:03 AM	1095 MILITARY TRL	11:19:56 AM	100 MARQUETTE DR
LG 0:57	Curb	RES	64	11:19:56 AM	1101 MILITARY TRL	12:16:42 PM	1101 MILITARY TRL
LG 0:19	Curb	MIX	4	12:16:42 PM	520 TONEY PENNA DR	12:35:43 PM	1002 RADIO RD
LG 0:45	Curb	RES	69	12:35:43 PM	400 GEORGIAN PARK DR	1:21:08 PM	129 GEORGIAN PARK DR
LG 0:28	Curb	RES	37	1:21:08 PM	106 OLD ENGLISH CT	1:48:42 PM	419 GEORGIAN PARK DR
LG 0:37	Curb	RES	84	1:48:42 PM	501 DAK TER	2:25:26 PM	1404 SUMMERWINDS LN
LG 0:49	Curb	MIX	124	2:25:26 PM	1030 MILITARY TRL	3:14:06 PM	1112 MILITARY TRL
LG 0:27	Curb	RES	120	3:14:06 PM	361 MAPLECREST CIR	3:41:28 PM	65 MAPLECREST CIR

Pivot Plan Maintenance

Route Number:

[Dropdown menu]

Display

Pivot Plan

Create or Edit Logical Groups  Assign Break Locations

Duration	Dlvry Mthd	Dlvry Class	Poss Dlvry	Expected Enter Time	First Delivery	Expected Exit Time	Last Delivery
0:35	Curb	BUS	29	10:45:03 AM	1095 MILITARY TRL	11:19:56 AM	100 MARQUETTE DR
0:57	Curb	RES	64	11:19:56 AM	1101 MILITARY TRL	12:16:42 PM	1101 MILITARY TRL
0:19	Curb	MIX	4	12:16:42 PM	520 TONEY PENNA DR	12:35:43 PM	1002 RADIO RD
0:45	Curb	RES	69	12:35:43 PM	400 GEORGIAN PARK DR	1:21:08 PM	129 GEORGIAN PARK DR
0:29	Curb	RES	37	1:21:08 PM	406 OLD ENGLISH CT	1:48:42 PM	410 GEORGIAN PARK DR
0:30				1:48:42 PM	LUNCH BREAK	2:18:42 PM	
0:27	Curb	RES	84	2:18:42 PM	501 OAK TER	2:55:26 PM	1404 SUMMER WINDS LN
0:49	Curb	MIX	124	2:55:26 PM	1030 MILITARY TRL	3:44:06 PM	1112 MILITARY TRL
0:27	Curb	RES	120	3:44:06 PM	361 MAPLECREST CIR	4:11:28 PM	65 MAPLECREST CIR

Create New Pivot Plan

Delete Lunch Break

Insert 10 Min Break

Delete 10 Min Break

Assign Route Proximity

Save

Close



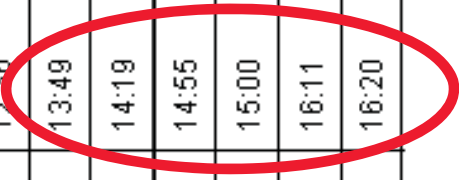
# MSP Location Report

Delivery Unit:

Route Number:

Regular Carrier:

Type	Address	Label Location	Scheduled Scan Time
Hot Case		Hot Case	10:34
Depart to Route		Out Door	10:43
First Delivery	1025 MILITARY TRL STE 100	Box Lid	10:49
Address	1101 MILITARY TRL APT 101	Box Lid	11:20
Address	861 TONEY PENNA DR	Business Door Frame	12:27
Address	400 GEORGIAN PARK DR	Box Lid	12:36
Address	419 GEORGIAN PARK DR	Box Lid	13:49
Address	501 OAK TER	Box Lid	14:19
Address	1030 MILITARY TRL LOT 1	Box Lid	14:55
Address	1112 MILITARY TRL	Box Lid	15:00
Last Delivery	65 MAPLECREST CIR	Box Lid	16:11
Return to Office		In Door	16:20



### MSP Location Report

Delivery Unit:  
Route Number:  
Regular Carrier:

RESTRICTED INFORMATION

**Out of Chronological Order**

Type	Address	Label Location	Scheduled Scan Time	Scheduled Interval
HotCase		HotCase	10:11	
Depart to Route		Out Door	10:20	0:09
First Delivery	50 WATERHOUSE RD	Left Side of Curbside Box	10:25	0:05
Address	170 CLAY POND RD UNIT C	Collection Compartment	11:54	1:29
Address	2 WESTERLY DR	Left Side of Curbside Box	12:29	0:35
Address	71 THOM AVE	Left Side of Curbside Box	13:05	0:40
Address	53 HOWARD AVE	Left Side of Curbside Box	13:58	0:50
Address	90 VALLEY BARS RD	Left Side of Curbside Box	14:31	0:32
Address	21 ELDRIDGE ST	Left Side of Curbside Box	14:49	0:19
Address	81 WATERHOUSE RD APT B	Collection Compartment	15:38	1:49
Last Delivery	1746 CLAY POND RD	Business Door Frame	16:39	0:01
Return to Office		In Door	16:25	-0:14

**Re-create Pivot Plan!**

### MSP Location Report

Delivery Unit:  
Route Number:  
Regular Carrier:

RESTRICTED INFORMATION

Type	Address	Label Location	Scheduled Scan Time	Scheduled Interval
HotCase		HotCase	10:30	
Depart to Route		Out Door	10:35	0:05
First Delivery	637 KING ST	Box LKI	10:52	0:17
Address	355 KING ST	Box LKI	0:00	-10:52
Address	117 KING ST	Box LKI	12:44	12:44
Address	273 SUMMER ST	Box LKI	13:47	1:03
Address	750 SUMMER ST	Box LKI	14:41	0:54
Last Delivery	7 SHAWNEMO PATH	Box LKI	14:56	0:16
Return to Office		In Door	15:55	0:59

**0:00 Scheduled Scan Time**  
 (Will show as **12:00 AM** in MSP Base Info Maintenance Window)

# Re-create Pivot Plan!

Windows taskbar showing the start button, system tray icons (network, volume, power), and the system clock displaying 10:18 AM on 10/18/2010.



## MSP BASICS

### MSP and ROUTE ADJUSTMENTS

- MSP scan points should be maintained on the ROUTE side of DOIS after selection of scenario for implementation and prior to submission for approval.
- The Job Aid is located on the DOIS website.

[http://blue.usps.gov/doi/resources/procedures/jobaid\\_s/msp\\_n rt\\_adj.doc](http://blue.usps.gov/doi/resources/procedures/jobaid_s/msp_n rt_adj.doc)

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**MSP BASICS**

# **ANALYZING REPORTS**

### Daily MSP Overview Report

Delivery Unit:  
Service Date:  
Service Week:

RESTRICTED INFORMATION

Identify Low Scores

Missed Scans

Missing Assignment

Excessive "Travel From" Variance

Negative Scheduled Time

Excessive "Total Street Time" Variance

Route	Carrier	Act On-Time Scan %		Load Time			Travel To Time			Travel From Time			Total Street Time			Keyed Entry
		Sched	Act	Sched	Act	Var	Sched	Act	Var	Sched	Act	Var	Sched	Act	Var	
56001	FUREY, J P	100%	100%	0:12	0:06	0:06	0:50	0:07	-0:08	0:04	0:08	0:04	5:59	5:35	-0:24	
56002	MURATORE PIRE, L A	89%	89%	0:07	0:17	0:11	0:22	0:22	0:06	0:11	0:10	-0:01	6:14	6:04	-0:11	
56003	DOTOLO JR, P F	100%	100%	0:13	0:17	0:04	0:06	0:05	0:01	0:08	1:28	1:20	5:18	6:54	1:36	
56004	GUTHRIE, S T	0%	0%	0:15	0:17	0:02	0:05	0:08	0:04	0:07	0:05	-0:02	5:40	5:41	0:01	
56005	DOUGLAS, L	75%	75%	0:09	0:10	0:01	0:05	0:08	0:04	-0:56	0:58	:54	4:47	6:19	1:32	
56006	WILLIS, E S	100%	100%	0:14	0:14	0:00	0:02	0:04	0:02	0:31	0:34	0:04	5:28	6:24	0:56	
56007		25%	25%	1:09	1:04	-0:05	1:29	1:27	-0:02	0:04	3:23	3:19	33:28	36:58	3:30	
Totals																

Delivery Unit:  
Service Date:  
Service Week:

RESTRICTED INFORMATION

Identify Low Scores

Missed Scans

Missing Assignment

Excessive "Travel From" Variance

Negative Scheduled Time

Excessive "Total Street Time" Variance

**MSP Carrier Report**

Delivery Unit:  
 Service Date:  
 Service Week:

RESTRICTED INFORMATION

Missing Depart to Route Scan

Carrier	Route	Type	Address	Scan Time			Interval			Keyed	
				Adj Sched	Act Sched	Var to Sched	Adj Sched	Act Sched	Var to Sched		
DOTOLO, P F	56003	HotCafe		9:36	10:22	9:43	-0:40				
	56003	Depart to Route		10:09	10:35			0:13			
	56003	First Delivery	59 SUMMER ST	10:15	10:41	10:10	-0:31	0:06			
	56003	Address	7 GUNWOOD LN	11:32	11:58	12:11	0:13	0:00	0:34	0:34	
	56003	Address	4 PHEASANT LN	11:32	11:58	11:38	-0:20	1:17	1:28	0:11	
	56003	Address	4 GUNWOOD LN	12:15	12:41	12:47	0:07	0:43	0:36	-0:07	
	56003	Address	200 BAY RD	12:45	13:11	12:49	-0:22	0:30	0:02	-0:28	
	56003	Address	62 BAY RD	13:25	14:23	14:13	-0:10	0:41	1:23	0:42	
	56003	Address	5 ANDREWS FARM RD	13:39	14:35	14:23	-0:12	0:43	0:10	-0:02	
	56003	Last Delivery	165 RANDALL ST	14:37	15:32	15:09	-0:23	0:58	0:46	-0:11	
	56003	Return to Office		14:44	15:40	16:37	0:56	0:07	1:28	1:20	

Excessive Interval

Excessive Travel From Time

Daily Missed Scan Report

Delivery Unit

Service Date:

Service Week:

RESTRICTED INFORMATION

Identify low scorers

Route	Assigned Carrier	Offline Scans			Street Scans		
		Possible Scans	Missed Scans	Scan Percentage	Possible Scans	Missed Scans	Scan Percentage
27001	LEWIS, J L	3	0	100	4	4	0
27002	BONA, A F	3		67	4	0	100
27003	CLARKE, S E	3	0	100	4	2	50
27005	PROPPES, G M	3	1	67	4	0	100
27006	GALLOWAY, D D	3	0	100	4	0	100
27007	ALEXIS, M S	3	2	33	4	1	75
27008	MULTIPLE	3	0	100	4	4	0
27009	SIMMONS, E W	3	3	0	4	0	100
27010	CARNES, D W	3	0	100	4	1	75
27011	NEWBY, G L	3	0	100	4	0	100
27012	GREWE, D V	3	0	100	4	0	100
27013	MULTIPLE	3	0	100	4	3	25
27015	FRANCUS, D W	3	0	100	4	4	0
27016	DIXON, A J	3	0	100	0	0	0
27017	CARROLL, C S	3	0	100	0	0	0
27018	SAMPLES, C S	3	0	100	0	0	0



**Daily MSP Route Report**

Delivery Unit:  
 Service Date:  
 Service Week:

Investigate!

RESTRICTED INFORMATION

Route	Type	Address	Carrier	Scan Time		Keyed Entry
				Sched	Act	
27009	HotCase		SIMMONS, EW	9:52		
			UNKNOWN		10:44	0:52
	Departure Route		SIMMONS, EW	10:04		
			UNKNOWN		10:49	0:45
	First Delivery	5614 ALLEGROFT RD	SIMMONS, EW	10:10		
			UNKNOWN		11:54	1:44
	Address	5634 CHELWYND RD	SIMMONS, EW	11:43		
			UNKNOWN		13:31	1:49
	Address	961 ELM RD	SIMMONS, EW	12:13		
			UNKNOWN		13:40	1:26
	Last Delivery	1243 OAKLAND TERRACE RD	SIMMONS, EW	15:50		
			UNKNOWN		16:59	1:10
	Return to Office		SIMMONS, EW	15:55		
			UNKNOWN		17:29	1:34

Unknown MSP User ID

## Invalid Route Report

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
  2. Carrier delivered in 2 zones. Neglected to change zip in scanner
- OR
3. Carrier scanned HOT CASE on 2 routes
  3. Incorrect route number set up in scanner

### Invalid Scan Report

Delivery Unit:  
Service Date:  
Week: 35 A

RESTRICTED INFORMATION

Route	Carrier	Street Scans	
		Address	Actual Scan Time
52031	UNKNOWN	100 WASHINGTON ST	10:52
52033	UNKNOWN	4 GLEN RD	12:26
52037	UNKNOWN	41 PARKWAY	14:35

# Invalid Scans Negatively Impact Scan Percentage



**MSP BASICS**

# THE GOOD

Daily MSP Overview Report

De ltre ty U s it  
 Service Date:  
 Service Week:

RESTRICTED INFORMATION

Route	Carrier	Act On-Time Scan %	Load Time		Travel To Time		Travel From Time		Total Street Time		Keyed Entry	
			Sched	Act	Sched	Act	Sched	Act	Sched	Act		Var
31001	OLIVER, J A	100%	0:12	0:09	-0:03	0:04	0:03	0:10	0:07	5:49	5:19	-0:30
31002	HAJDUSEK, R J	100%	0:15	0:18	0:03	0:07	0:04	0:14	0:04	5:45	5:55	0:10
31003	MURPHY, T J	100%	0:16	0:13	-0:03	0:06	0:01	0:06	0:01	5:41	5:46	0:05
31004	ELIIND, C A	100%	0:16	0:28	0:13	0:08	0:01	0:07	0:06	6:49	6:45	-0:04
31005	GILLES, J	100%	0:16	0:10	-0:05	0:10	0:10	0:00	0:08	5:24	5:21	-0:03
31006	CARRILLO, L E	100%	0:15	0:11	-0:04	0:08	0:08	0:20	0:05	5:54	5:55	0:01
31007	PLATTI, A M	100%	0:16	0:24	0:08	0:04	0:07	0:03	0:05	6:11	5:36	-0:36
31008	MASTRO, L	100%	0:13	0:03	-0:10	0:13	0:16	0:02	0:10	5:27	5:23	-0:34
31009	YI, C Z	100%	0:24	0:26	0:02	0:05	0:04	-0:01	0:06	6:50	6:26	-0:24
31010	MOLA, G J	100%	0:13	0:13	0:00	0:06	0:17	0:11	0:15	6:18	5:51	-0:27
31011	DELLAPOSTA, P	100%	0:19	0:16	-0:02	0:07	0:05	0:02	0:07	5:41	5:47	0:06
31012	PADULA, D E	100%	0:26	0:15	-0:11	0:04	0:16	0:12	0:04	5:27	4:59	-0:28
31013	BORODIN, S J	100%	0:12	0:10	-0:02	0:07	0:04	0:09	0:05	5:27	5:24	-0:03
31014	SHEEHY, E J	100%	0:17	0:21	0:04	0:05	0:06	0:03	0:05	5:19	5:18	-0:01
31015	KEEFE, K M	75%	0:16	0:22	0:05	0:06	0:15	0:09	0:04	5:52	5:47	-0:05
31016	JENNER, R S	100%	0:08	0:09	0:01	0:08	0:03	-0:05	0:07	5:57	5:56	-0:01
31017	DAISLEY, K H	100%	0:09	0:07	-0:02	0:04	0:06	0:10	0:26	5:38	6:39	1:01
31018	GUADAGNA, A N	100%	0:08	0:17	0:09	0:10	0:08	-0:02	0:20	5:57	5:40	-0:17
31019	MULTIPLE	100%	0:12	0:14	0:02	0:09	0:00	-0:09	0:08	6:09	5:12	-0:57
31020	WOLF, J	100%	0:19	0:05	-0:13	0:11	0:16	0:04	0:09	5:19	5:22	0:03
31021	BRENNER, C J	100%	0:15	0:17	0:02	0:07	0:05	-0:02	0:10	5:15	5:26	0:11
31022	CARBONI, M E	100%	0:12	0:28	0:16	0:07	0:11	0:04	0:05	5:14	5:44	0:30
31024	FLOCCARLA, R A	100%	0:16	0:25	0:09	0:04	0:11	0:07	0:01	6:40	6:34	-0:05
31025	TORTORELLA, M J	100%	0:16	0:12	-0:04	0:05	0:04	-0:01	0:05	5:48	5:41	-0:07
31026	MULTIPLE	100%	0:13	0:13	-0:01	0:05	0:11	0:05		5:40	5:59	0:19
31027	ICZARRO, K B	100%	0:20	0:25	0:05	0:05	0:11	0:06	0:06	5:29	5:29	0:11
31028	STEINLE, K J	100%	0:20	0:40	0:20	0:10	0:05	-0:04	-0:37	5:10	5:56	0:46
31029	HOYNIK, J J	100%	0:13	0:26	0:13	0:08	0:04	-0:05	0:10	6:41	5:49	-0:52
31030	KUNZ, E C	100%	0:17	0:14	-0:02	0:04	0:04	0:01	0:02	5:16	5:36	0:19
Totals		99%	7:22	8:13	0:51	3:19	3:41	0:22	2:51	5:56	3:05	-1:52

start | Inb... | 2 D... | http... | Micr... | Rem... | 3:00 PM

### Daily MSP Route Report

Delivery Unit: 30188001  
 Service Date: 03/30/2006  
 Service Week: 26

RESTRICTED INFORMATION

Route	Type	Address	Carrier	Scan Time			Keyed Entry
				Sched	Act	Var	
89005	Hot Case		MULLINAX, S D	9:36	9:48	0:12	
	Depart to Route		MULLINAX, S D	9:54	10:08	0:14	
	First Delivery	1060 BUCKHEAD XING	MULLINAX, S D	10:10	10:20	0:10	
	Address	601 OVERHILL DR	MULLINAX, S D	12:23	13:11	0:48	
	Address	4060 DREAM CATCHER DR	MULLINAX, S D	12:53	13:11	0:19	
	Last Delivery	1066 BUCKHEAD XING	MULLINAX, S D	15:19	15:20	0:01	
	Return to Office		MULLINAX, S D	15:35	15:34	-0:01	
89007	Hot Case		HELTON, D M	9:31	9:47	0:16	
	Depart to Route		HELTON, D M	9:51	10:10	0:19	
	First Delivery	100 STONEFOREST DR STE 160	HELTON, D M	9:55	10:20	0:25	
	Address	250 CINEMA VW	HELTON, D M	12:17	12:26	0:10	
	Address	100 PACES PKWY APT 101	HELTON, D M	12:47	13:11	0:24	
	Last Delivery	1385 BUCKHEAD XING	HELTON, D M	15:29	15:22	-0:07	
	Return to Office		HELTON, D M	15:50	15:38	-0:12	
89008	Hot Case		STOWERS, R L	10:18	10:38	0:20	
	Depart to Route		STOWERS, R L	10:34	10:50	0:17	
	First Delivery	4200 MOCCASIN TRL	STOWERS, R L	10:47	10:58	0:11	
	Address	8019 RIDGEVLY	STOWERS, R L	12:55	13:37	0:41	
	Address	100 PIEDMONT LN	STOWERS, R L	13:26	13:37	0:11	
	Last Delivery	101 DEER VALLEY LN	STOWERS, R L	15:29	15:05	-0:24	
	Return to Office		STOWERS, R L	15:35	15:30	-0:05	
89010	Hot Case		ARTEL, R K	9:20	9:54	0:34	
	Depart to Route		ARTEL, R K	9:35	10:12	0:37	
	First Delivery	500 ASHLAND PKWY	ARTEL, R K	9:52	10:23	0:32	
	Address	200 ASHLAND DR	ARTEL, R K	13:03	13:42	0:39	
	Address	202 ASHLAND DR	ARTEL, R K	13:04	13:43	0:39	
	Last Delivery	267 OLD ROPE MILL RD	ARTEL, R K	15:39	15:19	-0:20	
	Return to Office		ARTEL, R K	15:50	15:39	-0:11	



**Workload Status**

Routes	Other	Carrier	Route List/Status	+/-
89005	MULLINAX, S D			0:31
89007	HELTON, D M			-0:02
89008	STEPHENS, R A			0:02
89010	CROFT, P A			0:07
89012	REED, T L			2:39

Total Est. Overtime: **3:19**

Total Est. Undertime: **0:02**

Route Vacancies	
Route	Hours Planned Type

**Supervisor Workbench**

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

Managed Service Points Maintenance

MSP Base Information Maintenance

MSP Location Report

MSP Label Request Status

Managed Service Points Performance Reports

MSP Overview Report

MSP Route Report

MSP Carrier Report

Missed Scan Report

Invalid Route Report

Invalid Scan Report

**DOIS**

No Invalid Scan Report found for the criteria selected.



Current User: FONTANEZ, DAVE  
 Current Unit: WOODSTOCK, STATION, 3018901

Change Delivery Unit

Workload Status

Routes Other Carrier

Route	Carrier	Route List/Status	+/-
89005	MULLINAX, S D		0:21
89007	KIRCHNER, D R		-0:14
89008	STOWERS, R L		0:02
89010	ARTEL, R K		0:00
89012	CARROLL, K M		2:50

Total Est. Overtime: **3:13**

Total Est. Undertime: **0:14**

Route Vacancies

Route	Hours Planned	Type

Supervisor Workbench

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

Managed Service Points Maintenance

MSP Base Information Maintenance

MSP Location Report

Managed Service Points Performance Reports

MSP Overview Report

MSP Route Report

MSP Carrier Report

Missed Scan Report

Invalid Route Report

Invalid Scan Report

DOIS



No Invalid Routes Report found for the criteria selected.

OK

Current User: ROBERTA JOLLIE

Current Unit: WOODSTOCK, STATION, 3018901

Change Delivery Unit







**MSP BASICS**

# THE UGLY

### Daily MSP Overview Report

RESTRICTED INFORMATION

Delivery Unit:  
 Service Date:  
 Service Week:

Route	Carrier	Act On-Time		Load Time			Travel To Time			Travel From Time			Total Street Time			Keyed Entry		
		Scan %		Sched	Act	Var	Sched	Act	Var	Sched	Act	Var	Sched	Act	Var			
26001	SMITH, D A	25%		0:05	0:13	0:08						5:35	7:55	2:20	5:35	8:19	2:43	
26002	PIERCE, H J	0%		0:06								1:24	3:53	2:29	5:43			
26004	MULTIPLE	0%		0:14								1:11			5:14			
26005	BROOKS-OWENS, V	75%		0:05	0:32	0:27	1:26	1:25	-0:01	0:36	4:44	4:08	5:31	5:17	5:31	5:17	-0:14	
26007	ZAPIAN JR, J M	25%		0:02	0:01	-0:01	-9:16			5:40	5:10	-0:31	6:11	5:23	6:11	5:23	-0:49	
26008	SYRON, J	25%		0:10			4:37			0:17	0:13	-0:04	5:53	7:17	5:53	7:17	1:24	
26009	HUDSON, J L	0%		0:00	0:07	0:07	-10:21			15:25			5:04	3:05	5:04	3:05	-1:59	
26010	BINETTI, P J	0%		0:00	0:01	0:01	-0:17	1:21	1:38	3:00	1:29	-1:31	4:49	5:04	4:49	5:04	0:15	
26014	BETZ, J M	25%		0:11	0:07	-0:04	0:41	2:15	1:34	0:58	0:17	-0:41	5:15	5:46	5:15	5:46	0:31	
26019	GRIFFIN, L T	75%		0:05	0:04	-0:01	-0:14	0:47	1:01	4:07	0:55	-3:13	5:04	3:44	5:04	3:44	-1:20	
26020	LOVELADY, R M	0%		0:00	0:52	0:52	2:40	0:43	-1:58	0:10	3:49	3:40	5:39	5:47	5:39	5:47	0:08	
26021	ROBIE, L M	0%		0:10			0:03			0:38			5:21		5:21			
26022	WILLIAMS JR, C E	0%		0:10			0:21			0:59			5:52		5:52			
26023	GANNON, B A	25%		0:03			1:56			2:37			5:34		5:34			
26024	CHUI, L P	0%		0:04	0:28	0:23	1:16	3:03	1:47	0:52	2:04	1:13	5:53	5:42	5:53	5:42	-0:11	
26025	DICKERSON, T L	0%		0:05			0:59			1:02			5:58		5:58			
26028	JONES JR, C	0%		0:00			-0:28			2:10			5:12		5:12			
26029	WILKINS, A	0%		0:05			2:20	3:28	1:08	1:25	3:42	2:17	5:01		5:01			
26031	BRADFORD, M L	25%																
26032	MULTIPLE	0%																
26033	CLAUDIO, A I	25%		0:10	0:23	0:13	-0:18	1:21	1:39	0:54	0:02	-0:52	5:17	4:05	5:17	4:05	-1:13	
26034	BALDA, O C	50%																
26035	PRENTISS, G A	0%		0:00			-10:47			4:57	2:08	-2:49	5:08	5:15	5:08	5:15	0:07	
26038	DAVIS, M J	25%		0:16	0:15	-0:01	-10:18			4:36	5:10	0:34	5:23	6:02	5:23	6:02	0:39	
26039	PARKS, S L	25%		0:09	0:38	0:29	0:05	0:04	-0:01	0:31	0:22	-0:09	5:15	3:12	5:15	3:12	-2:03	
26040	JAMES, B K	0%		0:04			1:36			2:01			5:31		5:31			
26042	MULTIPLE	0%																
26043	ROGERS, N	0%		0:10	0:07	-0:04	-9:48			5:40	3:37	-2:03	5:47	5:48	5:47	5:48	0:01	
26044	STRAPP R R	25%		0:09	0:06	-0:03	0:11			7:40			5:52		5:52			

### Daily MSP Route Report

Delivery Unit:  
 Service Date:  
 Service Week:

RESTRICTED INFORMATION

Route	Type	Address	Carrier	Scan Time			Keyed Entry
				Sched	Act	Var	
26001	Hot Case		SMITH, D A	9:50	9:09	-0:41	
	Depart to Route						
	Address	6902 N CLARK ST APT 2E	SMITH, D A	9:55	9:22	-0:33	
	Address		SMITH, D A		11:33	11:33	
	Address	1849 W LUNT AVE APT 3A	SMITH, D A		9:53	9:53	
	Address	7070 N PAULINA ST APT 1	SMITH, D A				
	Last Delivery	1775 W MORSE AVE	SMITH, D A		10:59	10:59	
	Return to Office		SMITH, D A	9:50	9:32	-0:17	
			SMITH, D A	15:25	17:28	2:02	
26002	Hot Case		PIERCE, H J		9:42		
	Depart to Route		PIERCE, H J		9:48	-0:20	
	Address	6556 N GLENWOOD AVE APT 1	PIERCE, H J		11:50	11:50	
	Address	6565 N GLENWOOD AVE APT 1					
	Address	6561 N LAKEWOOD AVE APT 1					
	Last Delivery	1402 W NORTH SHORE AVE APT 1F	PIERCE, H J	14:01	10:45	-3:16	
	Return to Office		PIERCE, H J	15:25	14:38	-0:47	
26004	Hot Case		PEDROZA, E		10:11		
	Depart to Route		PEDROZA, E		10:25		
	First Delivery	1555 W ALBION AVE	PEDROZA, E		9:45		
	Address	6500 N BOSWORTH AVE APT 1	PEDROZA, E	10:08			
	Address	6709 N BOSWORTH AVE	PEDROZA, E	10:55			
	Last Delivery	6553 N NEWGARD AVE	HUGHES, C E	14:14			
	Return to Office		PEDROZA, E	15:25			

Route	Type	Address	Carrier	Scan Time			Keyed Entry
				Sched	Act	Var	
	Address	1949 W ALBION AVE APT 1	BROOKS-OWENS, V	12:03	11:54	-0:09	
	Address	6432 N RIDGE BLVD APT 1H	BROOKS-OWENS, V	14:00	13:01	-0:59	
	Last Delivery	6401 N RIDGE BLVD	BROOKS-OWENS, V	14:19	9:44	-4:35	
	Return to Office		BROOKS-OWENS, V	14:55	14:28	-0:27	
26007	Hot Case		ZAPIAN, J M	9:14	9:41	0:27	
	Depart to Route		ZAPIAN, J M	9:16	9:42	0:26	
	Address	1145 W MORSE AVE APT 103	ZAPIAN, J M		11:59	11:59	
	Address	1159 W FARWELL AVE APT 1W	ZAPIAN, J M		14:47	14:47	
	Address	6947 N SHERIDAN RD BSMT	ZAPIAN, J M				
	Last Delivery	1301 W MORSE AVE APT 1A	ZAPIAN, J M	9:45	9:54	0:09	
	Return to Office		ZAPIAN, J M	15:25	15:04	-0:22	
26008	Hot Case		SYRON, J	9:32	9:43	0:11	
	Depart to Route		SYRON, J	9:42			
	First Delivery	6417 N MAGNOLIA AVE	SYRON, J	14:19	14:22	0:02	
	Address	6400 N SHERIDAN RD STE OFC	SYRON, J		11:19	11:19	
	Address	6401 N SHERIDAN RD STE OFC	SYRON, J				
	Last Delivery	6458 N LAKEWOOD AVE APT 2	SYRON, J	15:08	16:47	1:39	
	Return to Office		SYRON, J	15:25	17:00	1:35	
26009	Hot Case		HUDSON, J L	10:21	9:34	-0:47	
	Depart to Route		HUDSON, J L	10:21	9:41	-0:40	
	Address	1137 W PRATT BLVD APT 106					
	Address	6821 N SHERIDAN RD APT B1					
	Address	1263 W PRATT BLVD APT 710					
	Address	1200 W PRATT BLVD APT 100					
	Return to Office		HUDSON, J L	15:25	12:40	-2:46	
26010	Hot Case		BINETTI, P J	10:06	9:39	-0:27	
	Depart to Route		BINETTI, P J	10:06	9:40	-0:26	
	First Delivery	6590 N SHERIDAN RD	BINETTI, P J	9:49	11:01	1:11	
	Address	1307 W ALBION AVE APT 1	BINETTI, P J	11:48	12:59	1:11	
	Address	1033 W LOYOLA AVE APT 1401	BINETTI, P J	11:48			

**MSP Carrier Report**

Delivery Unit  
 Service Date:  
 Service Week:

RESTRICTED INFORMATION

Carrier	Route	Type	Address	Scan Time			Interval			Keyed
				Adj Sched	Sched	Act	Var to Sched	Adj Sched	Act	
BONILLA, A E	45004	HotCase		11:10	0:00	9:28	9:28			
	45004	Depart to Route		11:10	0:00	9:28	9:28	0:00	0:00	0:00
	45004	First Delivery	3 CLINTON RD	11:10	10:22			0:00		
	45004	Address	64 DEAN RD	12:40	11:22			1:30		
	45004	Address	3 MULFORD ST	13:31	12:13			0:51		
	45004	Address	262 CLINTON RD	13:38	11:52			0:08		
	45004	Address	5 WILLOW CRES	14:30	12:43			0:52		
	45004	Address	177 DEAN RD	15:41	13:53			1:11		
	45004	Address	337 BUCKMINSTER RD	16:15	14:28			0:34		
	45004	Address	79 DRUCEST	16:31	14:43			0:16		
BRUNO, S D	45004	Address	142 CLINTON RD	17:08	15:21			0:38		
	45004	Last Delivery	20 CLINTON RD	17:35	15:48			0:27		
	45004	Return to Office		17:50	0:00			0:15		
BORBE, E L	45039	HotCase		11:38	0:00					
	45039	Depart to Route		11:38	0:00			0:00		
	45039	Return to Office		19:01	0:00			3:07		
BRUNO, S D	45007	HotCase		9:21	0:00	10:16	10:16			
	45007	Depart to Route		9:21	0:00	9:53	9:53	0:00	-0:22	-0:22

Carrier	Route	Type	Address	Scan Time			Interval			Keyed
				Adj Sched	Sched	Act	Var to Sched	Adj Sched	Act	
	45049	Depart to Route		10:02	0:00			0:00		
	45049	Return to Office		15:43	0:00			5:40		
COLLINS, W G	45073	Hot Case		10:46	0:00	9:41	9:41			
	45073	Depart to Route		10:46	0:00	9:41	9:41	0:00	0:00	0:00
	45003	Address	218 CHESTNUT ST APT 1	12:49	12:04			2:03		
	45073	Return to Office		17:09	0:00	16:38	16:38	4:20	6:56	2:36
DALY, B J	45056	Hot Case		11:16	0:00	10:28	10:28			
	45056	Depart to Route		11:16	0:00	10:38	10:38	0:00	0:10	0:10
	45056	Return to Office		16:34	0:00	16:55	16:55	5:18	6:19	1:01
DOLAN, G A	45001	Address	204 WARREN ST			13:40				
	45019	Hot Case		11:19	0:00	11:22	11:22			
	45019	Depart to Route		11:19	0:00	11:26	11:26	0:00	0:05	0:05
	45001	Address	67 MEADOWBROOK RD	12:32	11:54			1:13		
	45001	Address	225 NEWTON ST	12:54	12:16			0:22		
	45019	Return to Office		18:13	0:00			5:19		
ERICSON, D J	45093	Hot Case		11:42	10:17	11:19	10:2			
	45093	Depart to Route		11:51	10:26	11:20	0:54	0:09	0:01	-0:08
	45093	First Delivery	36 TOXTETH ST	11:56	10:37	17:38	7:02	0:05	6:19	6:13
	45093	Address	68 HARVARD ST STE 1	12:36	11:16	12:39	1:23	0:40	-4:59	-6:39
	45093	Address	9 BOWMER ST APT 1	13:20	12:01			0:44		
	45093	Address	99 KENT ST APT 101	13:37	12:17			0:17		

Carrier	Route	Type	Address	Scan Time			Interval			Keyed
				Adj Sched	Sched	Act	Var to Sched	Adj Sched	Act	
	45063	Address	61 VILLAGEWAY APT C	14:08	12:48			0:31		
	45063	Address	4 VILLAGEWAY	15:03	13:43			0:55		
	45063	Address	64 BROOK ST	16:28	15:08	15:46	0:38	1:25	3:07	1:42
	45063	Address	551 BROOKLINE AVE APT 1	16:59	16:09			0:31		
	45063	Last Delivery	35 TOXTETH ST	17:36	16:46			0:37		
	45063	Return to Office		17:45	16:20	18:26	2:06	0:09	2:40	2:31
FAIRBANKS, D A	45060	Hot Case		9:28	0:00					
	45060	Depart to Route		9:28	0:00			0:00		
	45060	First Delivery	11 WAVERLY ST APT 1	9:34	10:27			0:06		
	45060	Address	4 CYPRESS ST SITE 1	10:22	11:15			0:48		
	45060	Address	22 HENRY ST	11:29	13:22			1:07		
	45060	Address	18 ROBERTS ST APT 1	12:21	14:14			0:52		
	45060	Address	16 ROBERTS ST APT 1	12:31	14:23			0:10		
	45060	Address	122 CYPRESS ST	13:32	15:25			1:01		
	45060	Address	90 CYPRESS ST APT 1	14:17	16:10			0:46		
	45060	Last Delivery	60 WAVERLY ST	14:41	16:34			0:23		
	45060	Return to Office		14:58	0:00			0:17		
FITZPATRICK, D P	45008	Hot Case		10:48	0:00					
	45008	Depart to Route		10:48	0:00			0:00		
	45008	First Delivery	42 FISHER AVE	10:56	10:22			0:08		
	45008	Address	474 CHESTNUT HILL AVE APT 1	11:52	11:17			0:55		
	45008	Address	18 WILLARD RD	11:53	11:19			0:01		
	45008	Address	19 WILLARD RD	11:53	11:19			0:01		

### Invalid Scan Report

Delivery Unit:  
 Service Date:  
 Week: 35 A

RESTRICTED INFORMATION

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 ST	13:14





## MSP BASICS

### DOCUMENTS AND JOB AIDS

- MSP Primer
- MSPs and Route Adjustments  
[http://blue.usps.gov/does/resources/procedures/jobajds/m\\_sp\\_n\\_rt\\_adj.doc](http://blue.usps.gov/does/resources/procedures/jobajds/m_sp_n_rt_adj.doc)
- MSP FAQs  
DOIS Online Help – **MSP FAQ**  
**MSP Tips**
- MSP Workarounds for Route Anomalies

[http://blue.usps.gov/does/resources/procedures/jobajds/m\\_sp\\_policy.doc](http://blue.usps.gov/does/resources/procedures/jobajds/m_sp_policy.doc)



## MSP BASICS

### **CHECK the Reports**

**Analyze to determine what findings warrant further investigation.**

### **INVESTIGATE Your Discoveries**

**Don't assume. Make sure you have all the facts.**

### **ACT Accordingly**

**Be fair. If action is warranted, act appropriately. Persistence can lead to self-correction.**



## MSP BASICS

# QUESTIONS?