



DOIS

MSP BASICS

June 1, 2006



MSP BASICS

MSP BASE DATA

**WHERE DOES IT COME
FROM?**

Route Number: 37037

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

General Information | Travel 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
Begin: 08:30 AM
Leave: 10:30 AM
Return: 04:50 PM
End: 05:00 PM
Saturday
Begin: 08:30 AM
Leave: 10:30 AM
Return: 04:50 PM
End: 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. | 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)

| Delivery Methods | Block Number and Street Name | Element | Time Enter Block | Actual Time Used | Type | Address | Label Location | Scheduled Scan Time |
|------------------|------------------------------|---------|------------------|------------------|------------------|---------------------|----------------|---------------------|
| | VEHICLE LOAD | | 10:15:00 | 00:19:00 | Hot Case | | Hot Case | 10:30 |
| | TRAVEL TO | | 10:34:00 | 00:14:00 | Depart to Route | | Out Door | 10:49 |
| | 124 - 188 ATLAS LN | E | 10:48:00 | 00:02:00 | First Delivery | 152 ATLAS LN | Box Lid | 11:03 |
| V | 100 - 122 ATLAS LN | E | 10:50:00 | 00:02:00 | Address | 363 TITAN DR | Box Lid | 12:02 |
| V | 300 - 388 POLARIS DR | E | 10:52:00 | 00:05:00 | 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 |
| 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 | | | | |

Vehicle load time is 19 minutes...

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

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

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

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 | 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 |

| 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:

[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 |
|----------|------------|-------------|------------|---------------------|----------------------|--------------------|----------------------|
| 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 |

Create New Pivot Plan

Insert Lunch Break

Insert 10 Min Break

Delete 10 Min Break

Assign Route Proximity

Save

Close

Pivot Plan Maintenance

Route Number:

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 10/18/2011.



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_nrt_adj.doc



MSP BASICS

ANALYZING REPORTS

Daily MSP Overview Report

Delivery Unit:
Service Date:
Service Week:

RESTRICTED INFORMATION

Identify Low Scores

Missed Scans

| 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 | | 72% | 72% | | | | | | | | | | | | | |

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 | | |
| DOTO.LO.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 | ELMID, 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 | -0:03 | 0:04 | 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 | 0:04 | 0:10 | 5:38 | 5:39 | 0:01 |
| 31018 | GUADAGNA, A N | 100% | 0:06 | 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 | ICCARRO, 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 | 168:37 | 166:44 | -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 | -0:06 |
| | 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 | |
| | 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 | 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 |
| | | | | | | | | | |
| 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 STE 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
- 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



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?