



DELIVERY OPERATIONS
INFORMATION SYSTEM

United States Postal Service

DOIS for End Users

Facilitator Guide

Course Number 44260-00

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United States Postal Service
Employee Development
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Washington, DC 20260-4215

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A Commitment to Diversity

The Postal Service is committed to fostering and achieving a work and learning environment that respects and values a diverse workforce. Valuing and managing diversity in the Postal Service means that we will build an inclusive environment that respects the uniqueness of every individual and encourages the contributions, experiences, and perspectives of all people.

It is essential that our work and learning environments be free from discrimination and harassment on any basis.

In our classrooms, on the workroom floor, in casual conversation, and in formal meetings, employees and faculty are asked to encourage an open learning environment that is supportive to everyone.

Course materials and lectures, classroom debates, and casual conversation should always reflect the commitment to safety and freedom from discrimination, sexual harassment, and harassment on any prohibited basis.

Instructors have a professional obligation to provide a safe, discrimination free, and sexual harassment free learning environment.

Class participants are asked to support zero tolerance of behavior that violates these commitments.

If you find course material that is presented in the classroom, or in self-instructional format that does not follow these guidelines, please let an instructor know immediately.

If classroom discussions do not support these principles, please point that out to the instructor as well.

Diversity is a source of strength for our organization. Diversity promotes innovation, creativity, productivity, and growth, and enables a broadening of existing concepts.

The Postal Service's policy is to value the diversity of our employees, customers, and suppliers; to do what is right for our employees and the communities we serve, thereby ensuring a competitive advantage in the global marketplace.



Course Description

DOIS for End Users prepares and motivates participants to use DOIS in the delivery unit. Participants in this course gain a functional understanding of DOIS. DOIS for End Users enables delivery unit supervisors to use DOIS data to supervise the delivery unit.

Target Audience

End Users of DOIS

Participants of this course are those who regularly or periodically perform daily management of a delivery unit, using a Delivery Unit Computer (DUC). Their daily activities involve general management of the unit, carriers, and routes, including planning, scheduling, and managing daily workload and performance. Participants include, but are not limited to: Labor Distribution Code (LDC) 20 supervisors, ASPs (associate supervisors), LDC 40 supervisors (who supervise carriers), LDC 80 postmasters, and acting supervisors.

Total Instructional Time

16 hours (2 days).

Key Purpose of Course

The purpose of this course is to prepare and motivate participants to effectively use DOIS to manage delivery unit operations.

Course Objectives

Upon completion of DOIS for End Users, participants will be able to better manage and conduct delivery unit operations using DOIS.

Participants will learn how to:

- Analyze DOIS data to make well informed decisions that positively impact the performance of the delivery unit;
- Maintain routes through minor adjustment activities;
- Manage proactively by performing planning activities in DOIS that maximize office productivity and optimize street efficiency, maintaining consistency of delivery.



Course Agenda

Day 1

Module 1 DOIS Introduction 1 hour, 15 minutes

Topic 1.1	Welcome to DOIS for End Users	25 minutes
Topic 1.2	What is DOIS?	30 minutes
Topic 1.3	DOIS Performance Support Resources	20 minutes

Module 2 Morning Workload Activities 2 hours, 45 minutes

Topic 2.1	It's Morning – Time to Capture Mail Volumes	35 minutes
Topic 2.2	The Phone Rings – A Sick Call	35 minutes

Break 15 minutes

Topic 2.3	Mail Volume is High Today	35 minutes
Topic 2.4	Time to Pivot	35 minutes
Debrief	What Did You Learn?	25 minutes

Lunch 1 hour

Module 3 Afternoon Planning Activities 3 hours, 30 minutes

Topic 3.1	Annual Planning	20 minutes
Topic 3.2	It's the Start of a New Quarter – OTDL Management	40 minutes

Break 15 minutes

Topic 3.3	Planning Ahead – A Week at a Glance	1 hour
Topic 3.4	Planning Practice	1 hour
Debrief	What Did You Learn?	30 minutes

Total Estimated Course Time (Day 1) 8 hours (+ 1 hour for lunch)

Note: All timings are approximate and may vary somewhat from one class to another. Variations depend on the pace at which the participants complete activities.

*The break should be held approximately 2 hours into the morning session.



Course Agenda

Day 2

Module 4 Help is on the Way 1 hour

Topic 4.1	Welcome Back	15 minutes
Topic 4.2	What if I Have Questions After Training?	15 minutes
Topic 4.3	Practice Using DOIS Performance Support Resources	30 minutes

Module 5 A New Day – Morning Workload Activities 3 hours, 35 minutes

Topic 5.1	Morning Activity Scenario	1 hour, 45 minutes
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Break* 15 minutes

Topic 5.2	Analyze Performance with Reports	30 minutes
Topic 5.3	Skill Validation	1 hour, 20 minutes

Lunch 1 hour

Module 6 Route Management Activities 2 hours, 10 minutes

Topic 6.1	Minor Adjustment Overview	15 minutes
Topic 6.2	Change in the Number of Delivery Points on a Route	20 minutes
Topic 6.3	There's an Increase in DPS Volume Percentage	20 minutes

Break 15 minutes

Topic 6.4	Create Adjustment Scenarios	30 minutes
Topic 6.5	Create a New Pivot Plan	30 minutes
Debrief	What Did You Learn?	15 minutes

Module 7 The DOIS Commitment 45 minutes

Topic 7.1	DOIS Advantages and Summary	30 minutes
Evaluation	Overall Course Evaluation	15 minutes

Total Estimated Course Time (Day 2) 8 hours (+ 1 hour for lunch)

MODULE 1 – DOIS Introduction

Duration	Approximately 1 hour 15 minutes.
Description	This module serves as an introduction to Delivery Operations Information System (DOIS). In this module, the facilitator(s) explains the purpose, objectives, and agenda of the course. A DOIS overview is presented, covering both general DOIS facts and background as well as functionality. The module concludes with a brief discussion of DOIS Performance Support resources.
Module Topics	Topic 1.1: Welcome to DOIS for End Users Topic 1.2: What is DOIS? Topic 1.3: DOIS Performance Support Resources
Target Skills	Upon completion of this module, participants will be able to: <ul style="list-style-type: none">• Explain the purpose, objectives, and agenda of DOIS for End Users;• Discuss how the course is structured to prepare them to effectively use DOIS to manage delivery unit operations;• Describe general DOIS facts and background information;• Explain basic DOIS functionality;• Describe Performance Support resources available to DOIS users.

FACILITATOR NOTE

For the following discussion, prepare rip-charts titled: Expectations, DOIS for End Users Objectives, DOIS Advantages, Ground Rules, and Parking Lot.



Topic 1.1

Welcome to DOIS for End Users

Target Skills

Upon completion of this topic, participants will be able to:

- Explain the purpose, objectives, and agenda of DOIS for End Users;
 - Discuss how the class is structured to prepare them to effectively use DOIS to manage delivery unit operations.
-

Introduction

WELCOME participants to DOIS for End Users.

INTRODUCE yourself to participants using the following information:

- Name;
- City or location;
- Position – DOIS for End Users facilitator;
- Postal position;
- Objective – What you hope to gain from facilitating DOIS for End Users.

Facilitator's Role

EXPLAIN

The role of the facilitator is to:

- Present the DOIS for End Users course;
- Conduct discussions and debriefs;
- Provide direction and support to participants;
- Promote a positive learning environment;
- Provide feedback to participants, both formal and informal.

EXPLAIN

Next, the training team introduces themselves. Following their introduction, participants introduce themselves.

Training Team Introductions

STATE

Facilitators and DOIS District Deployment team members please introduce yourselves.



Ask them to include:

- Name;
- City or location;
- Postal position.

EXPLAIN

During DOIS Deployment, participants attend training with the DOIS Facilitators and data verification day with the DOIS Site Activator.

EXPLAIN

The facilitator acts as a district deployment team member to support DOIS training in the district.

Site Activator's Role

EXPLAIN

The site activator has responsibilities including: data translation, data loading, and post-activation support. The primary responsibility of the site activator is to complete all steps necessary to activate a delivery unit.

REFER to page 10, Participant Introductions, in your Participant Guide.

REFER to slide 5, Participant Introductions.

Expectations Rip-chart

EXPLAIN

Next, participants introduce themselves. During their introduction, participants identify an expectation they have of the DOIS for End Users course.

REFER to the Expectations Rip-chart.

FACILITATOR NOTE

LIST participant expectations on the Expectations Rip-chart.

POST the Expectations Rip-chart on a wall in the training room.

Participant Introductions

STATE

Participants please introduce yourselves.

Ask participants to stand during their introductions and include the following information:



- Name;
- City or location;
- Postal Position;
- Expectations of DOIS for End Users.

EXPLAIN

The rip-chart is used to display key information and is referenced throughout the DOIS for End Users course.

STATE

These expectations will be reviewed at the end of the DOIS for End Users course to ensure that each participant's expectation is addressed.

Participant Guide

STATE

The Participant Guide is designed to provide you with necessary information to complete activities throughout the course. Please do not write in this guide because it remains in the training room after the course is finished.

Discussion
Training Database

EXPLAIN

In order to practice using DOIS, a training database has been created. The training database is a safe working copy of DOIS that allows participants to practice using DOIS without causing risk to real system data.

STATE

There are some limitations to the training database. For example, you are not using data from your unit. Names and route numbers have been created for the purpose of this training course only. Remember the purpose of the training database is to provide the look and feel of the DOIS environment.

Discussion
*Purpose and Objectives of
the DOIS for End Users
Course*

STATE

The purpose of this course is to prepare you to effectively use DOIS to manage delivery unit operations.

STATE

To effectively use DOIS to manage delivery unit operations, you should feel prepared and comfortable with the functionality of DOIS. The course achieves this through tutorials, discussions, and activities focused on helping you gain a working knowledge of DOIS.



Discussion

Prepare

ASK

What can I do in training to help you feel prepared to use DOIS?

Possible responses include, but are not limited to:

- Provide opportunities to ask questions and receive answers;
- Provide sufficient time to practice using DOIS.

STATE

Preparation alone is not entirely sufficient for encouraging the use of DOIS. You must also be motivated to use the application – there must be a desire to use DOIS. Your motivation to use DOIS may come from a variety of sources. For example, you may be more motivated to use DOIS if you:

- Are familiar with the application and understand the functionality;
- See the advantages associated with DOIS;
- Understand that DOIS is a long-term positive change.

ASK

What are some additional things that would motivate you to use DOIS?

Possible responses include, but are not limited to:

- To be encouraged and supported by managers;
- To know that DOIS information is reliable, that is, DOIS provides real and accurate data.

EXPLAIN

At the end of the course, participants discuss whether or not they are at the desired state of preparation and motivation. If not, the class discusses what steps should be taken to get them to their desired state of preparation.

Discussion

DOIS Advantages

REFER to the DOIS Advantages Rip-chart.

EXPLAIN

As advantages are discovered and discussed during



the class, they are captured on the DOIS Advantages Rip-chart. The list of advantages is revisited at the conclusion of the course. Participants are also encouraged to include this list on their own separate sheet of paper.

Discussion
Course Agenda

REFER to the Course Agenda on page 7 in your Participant Guide.

EXPLAIN

The Participant Guide outlines the DOIS for End Users Course Agenda.

REFER to the DOIS for End Users Course Agenda, slides 6, 7, 8 and 9.

STATE

DOIS for End Users is a two-day course that is interactive and filled with activities.

EXPLAIN

Participants should stay as focused as possible during class tutorials and activities. Sufficient breaks will be provided. The times set aside for meals and breaks are defined as closely as possible. The two breaks are 15 minutes each, and lunch is one hour. Meeting established times is important in order to get through all training materials.

STATE

I would like to call your attention to Activity 5.3: Skill Validation, on the agenda slide (slide 8).

STATE

At the end of training, you will have the opportunity to demonstrate your skills and obtain DOIS certification by completing a set of exercises in the DOIS for End Users Computer Based Training (CBT). The purpose of completing the practice section of CBT is to demonstrate target skills. If there are areas in which you should improve your skills, a facilitator will recommend appropriate CBT for you to take after this class.

FACILITATOR NOTE

Participants will complete a CBT exercise on DOIS Office Functionality at the end of Module 5 in order to:



- *Determine if they have the skills necessary to use DOIS;*
- *Obtain DOIS certification.*

If participants raise any questions or concerns about the quiz or certification, inform them that the focus of these CBT practice sections is to measure training effectiveness. If the participant does not receive a minimum score of 80%, it will be recommended that they refresh their knowledge by completing the appropriate section of the CBT.

ASK

What questions do you have about Skill Validation?

EXPLAIN

Some of you may be attending a data verification session after completing these two days of training. The purpose of data verification day is to ensure all the base data being entered into DOIS is accurate. The district deployment team has entered all the data you provided prior to training. During the data verification session, you will be verifying this information and making further adjustments to ensure accuracy of your data.

ASK

What questions do you have regarding data verification sessions?

Discussion
Ground Rules

REFER to the Ground Rules Rip-chart.

EXPLAIN

In all training courses, it is important to establish ground rules. In the DOIS for End Users course, participants collectively establish their ground rules. All participants should agree on each of the rules.

ASK

Does anyone have suggestions for ground rules?

Possible responses include, but are not limited to:

- Respect course agenda break and lunch times.
- Actively participate in activities.



- Share experiences and ideas.
- Maintain focus.
- Avoid side conversations.
- Turn cell phone and beeper volumes off.
- Have fun.

FACILITATOR NOTE

LIST all rules on the Ground Rules Rip-chart.

POST the Ground Rules Rip-chart on a wall in the training room.

Security

STATE

Before we log onto DOIS, we are going to look briefly at security requirements.

STATE

DOIS is a sensitive system. This means that DOIS processes and stores information that falls under the Privacy Act. For example, employee data and United States Postal Service delivery operations data. As a result, measures must be taken to prevent unauthorized access or use of data in DOIS. In order to minimize the risk of someone gaining unauthorized access to DOIS:

- All United States Postal Service personnel who require access to DOIS are required to complete PS Form 1357, Request for Computer Access. This is the required form to obtain a DOIS logon ID. This form should have been processed before arriving at training. If you have questions regarding PS Form 1357, see your DOIS District Coordinator.
- Don't leave your DUC unattended when you are logged onto DOIS. Log off when you've completed your management tasks in DOIS. This prevents unauthorized users from accessing or modifying data.
- Don't share logon IDs and passwords.
- Keep all printed DOIS reports secure/inaccessible from unauthorized personnel.

STATE

Report any suspicious behavior to your manager or the



appropriate authority for investigation by United States Postal Service Inspection Service.

STATE

PS Form 1357 provides users with access to the DOIS database. There are specific user profiles for system administration, deployment support, delivery unit supervisors, and managers. For example, the delivery unit supervisor's profile is set to view and edit office and route functions, whereas managers have read-only access to office and route functions. Managers who perform supervisory duties will have access to both view and edit.

ASK

What questions do you have about DOIS security?

FACILITATOR NOTE

The facilitator should state each step and demonstrate each step with the participants during the walkthrough.

At this time, the facilitator and participants log onto DOIS. If participants have not logged onto DOIS using their IDs, then they should complete the following steps to make sure that their IDs work correctly. If there is a problem, then you should call the DOIS Help Desk at 1-800-USPS-HELP.

For the purposes of training, be sure to have each participant change the date on their training computer.

To Change the Date Utility:

- *CLICK Start on the lower left corner of the desktop.*
- *CLICK Programs.*
- *CLICK DOIS.*
- *CLICK DOIS Date Change.*
- *ENTER your User ID.*
- *ENTER your Password.*
- *TYPE 05/09/2000 in the Date field.*



- *TYPE 10:10:10 in the Time field.*
- *CLICK OK.*

Then, ask participants to test their logon ID.

- *CLICK Start.*
- *CLICK Programs.*
- *CLICK DOIS.*
- *CLICK DOIS.*
- *ENTER your User ID.*
- *ENTER your Password.*
- *CLICK the New Password button.*
- *ENTER your New Password.*
- *ENTER your New Password again.*
- *CLICK OK.*

Log onto DOIS

STATE

Let's log onto DOIS.

- *ENTER User ID.*
- *ENTER Password.*
- *CLICK OK.*

STATE

Each time you open DOIS you will be asked to enter your user ID and your password. Additionally, the security function within DOIS activates if DOIS is left unused for 30 minutes. When this occurs, you are asked to re-enter your password.

FACILITATOR NOTE

Instruct the participants that they should not navigate in DOIS until you instruct them to do so in a few moments.



Tell them you want to give everyone the opportunity to log on successfully before moving on in DOIS.

Mainframe

STATE

DOIS information is stored on a mainframe. That means when you enter data into DOIS and click Save, that data is saved onto the mainframe. If for some reason, you lose power or anything happens to your DUC, you will not lose any DOIS data. If you are in the process of entering information and something happens to the DUC, you will only lose information that you have not saved.

STATE

The difference between working on a mainframe and working from your hard drive is that you can access your data in DOIS from any computer. Using your logon ID and password, you can use the DUC in your unit, or a DUC in another unit, or the computer in your manager's office to view your data in DOIS.

ASK

What questions do you have about the mainframe?

FACILITATOR NOTE

If questions about losing the mainframe connection arise, respond with the following information:

DOIS uses AOI to send data to the mainframe. Large amounts of data are transferred to the mainframe at odd times, so that it does not affect the connection speed. When the DOIS mainframe connection is lost, any unsaved work in DOIS will be lost. While the mainframe is down, data should be recorded manually and entered in DOIS when the mainframe is back up.

A number of measures have been taken to ensure that if the maximum number of users are trying to log into DOIS simultaneously, that it does not slow down performance time for DOIS.

Discussion

STATE

DOIS for End Users is set up as an overview of the various events that occur during your day.



Discussion
Course Objectives

STATE

The morning session today includes activities on measuring mail volumes and ensuring all routes are covered using DOIS. The afternoon's topics relate to planning - specifically, annual planning (budget), quarterly planning (Overtime Desired List), and weekly planning (weekly schedule).

STATE

Tomorrow, we cover the delivery unit supervisor's daily activities in the morning through an expanded scenario activity. A scenario activity is when you are given a realistic situation with a goal and asked to complete steps to achieve the goal. Route maintenance activities are addressed by practicing minor adjustments.

REFER to page 10, DOIS for End Users Objectives in your Participant Guide and the DOIS for End Users Objectives Rip-chart.

EXPLAIN

The Participant Guide outlines the objectives of the DOIS for End Users course.

STATE

The course agenda is designed so that by the end of the course, you will be able to:

- Analyze DOIS data to make well informed decisions that positively impact the performance of the delivery unit;
- Maintain routes through minor adjustment activities;
- Manage more proactively by performing planning activities in DOIS, which maximize office productivity and maintain consistent time of day delivery (TODD).

ASK

What other objectives would you like to include on the DOIS for End Users Objectives Rip-chart?

Possible responses include, but are not limited to:

- Become more comfortable using a Windows-based application on the DUC;
- Understand the practical reasons for conducting



frequent minor adjustments and how this satisfies the need to keep route base data updated;

- Learn how other delivery unit supervisors perform their day-to-day activities.

FACILITATOR NOTE

LIST additional objectives raised by participants on the DOIS for End Users Objectives Rip-chart.

ASK

What questions do you have about the training database, the objectives, course agenda, or anything else we have discussed?

END OF TOPIC 1.1.

CONTINUE to Topic 1.2.



Topic 1.2

What is DOIS?

Target Skills

Upon completion of this topic, participants will be able to:

- Describe general DOIS facts and background information;
 - Explain basic DOIS functionality.
-

Introduction

STATE

In Topic 1.2, What is DOIS?, we discuss basic DOIS background information and functionality.

Discussion *DOIS Video*

EXPLAIN

Let participants know that they may have already seen the video, but it serves as a good introduction/overview of DOIS for End Users. The video briefly outlines what DOIS provides the delivery unit supervisor in their daily activities and includes testimonials from delivery unit supervisors across the United States. It is approximately 6 minutes in length and shows DOIS being used in the field.

SHOW the DOIS video.

STATE

The video briefly showed the delivery unit supervisor working at the DUC.

ASK

What activities do you currently complete using DSIS?

Possible responses include, but are not limited to:

- Changing clockrings;
- Entering mail volumes;
- Entering PS Form 3999 data;
- Producing reports for management.

EXPLAIN

Currently, delivery unit supervisors spend a substantial amount of time inputting data in their DUC.



Discussion
*DOIS Background
Information*

REFER to page 10, DOIS Background Information, in your Participant Guide.

EXPLAIN

As a result of delivery unit supervisor concerns about spending a lot of time manually entering data into the DUC (Delivery Unit Computer), the DCAC (Delivery Computer Applications Committee) was formed in 1996. The DCAC visited two districts per area and conducted delivery unit supervisor surveys. The DCAC collected 295 surveys.

Results showed:

- Delivery unit supervisors were spending a lot of time each day on the DUC;
- Decision Support Information System (DSIS) was not used to make decisions;
- Delivery unit supervisors were managing the input of data, not making decisions based on data;
- Technical issues existed;
- One application was needed to assist delivery unit supervisors and route examiners in conducting route inspections and adjustments.

STATE

As a result of the delivery unit supervisor survey comments, DOIS was created as an application to assist delivery unit supervisors with managing delivery unit operations.

DOIS is designed to allow you to:

- Manage by data;
- Maintain consistent TODD.

ASK

What questions do you have about the video or DOIS background information?

Discussion
Delivery Unit Management

ASK

How do you manage delivery unit data today? For example, what do you use to maintain the OTDL or create the weekly schedule?



Possible responses include, but are not limited to:

- Spreadsheets;
- Paper forms;
- DSIS;
- Local applications.

ASK

How is ongoing route maintenance approached in your district?

Possible responses include, but are not limited to:

- On paper;
- In RES;
- In PITA (Period In Time Analysis);
- In locally developed programs;
- Through minor adjustments;
- Through formal inspections.

ASK

When are minor adjustments completed in your delivery unit?

Possible responses include, but are not limited to:

- Never;
- Every one or two months.

STATE

DOIS replaces existing means of managing delivery unit information. DOIS also allows a more simplified method to complete minor adjustments. Minor adjustments will be discussed in further detail tomorrow.

STATE

DOIS allows you to:

- Estimate workload based on mail volume;
- Project leave and return times;
- Pivot a route;



- View carrier information used in deciding which carrier to assign to a route;
- Create the weekly schedule;
- Manage the OTDL;
- Evaluate carrier performance.

STATE

Therefore, DOIS is used to assist delivery unit supervisors in all of their daily, weekly, and planning activities.

FACILITATOR NOTE

The next section contains all navigation methods in DOIS. In order to keep the discussion interactive, ask participants to describe some of the objects, point out five main objects, or point out the rest throughout the course.

Demonstration

*Navigation and DOIS
Window Objects*

STATE

Before we begin using DOIS we are going to discuss navigation techniques and then familiarize you with objects that you will often see in DOIS.

STATE

You use navigation techniques to move through DOIS. Window objects are the items on DOIS windows that you type information into or that display information. This demonstration assists you in understanding how to use DOIS.

STATE

Please feel free to ask questions as I walk you through this demonstration.

REFER to page 11, Navigation and Window Objects, in your Participant Guide.

REFER to slide 10, Navigating in DOIS.

EXPLAIN

The Participant Guide contains a window with examples of window objects used in DOIS. Refer to this window as we discuss the window objects and navigation techniques used in DOIS.



Drop-down list box

STATE

Let's start with the drop-down list box.

EXPLAIN

A drop-down list box is used in DOIS when you have to select one item from a list. By clicking the down arrow to the right of the text box, a list box appears directly below it from where you select an item with a click. You can search the contents by typing the first letter of the desired item in the drop-down list box. If you continue to press the same key you move alphabetically through all entries that begin with that character.

Text box

STATE

A text box is a white field that displays information. This information may or may not be editable. If the text box is not editable then the field is gray.

Spin box

EXPLAIN

Spin boxes in DOIS contain time, date, time duration, numeric, and numeric duration values. They contain up and down arrow buttons that when clicked allow you to increase or decrease the values.

Tab Key

EXPLAIN

Tabbing allows you to navigate between and within objects by changing the focus on the window you are viewing. The focus refers to the object on the window that is active at that time. The object is either highlighted or framed by a dotted line. If the focus on this window is on the drop-down list box and you want to navigate to the text box, you can use the Tab key to get there. The number of times you should press the Tab key to get to the text box depends on the tab order on the window.

EXPLAIN

The tab order on DOIS windows usually reflects the order in which you use each object in the window. For example on this window, you might tab from the drop-down list box to the text box to the spin box. Though you may be familiar with using the Enter key to navigate in other applications, the Tab key and the Enter key do not perform the same functions in DOIS.

ASK

What questions do you have about the Tab key and tabbing in DOIS?



Click and Right Click

EXPLAIN

Click is the word used to describe pressing the mouse buttons. Clicking allows you to execute an object's action or position the cursor. In general, click refers to using the left mouse button. Right click is the action of clicking the right button on the mouse.

EXPLAIN

In addition to using right click functionality, you can also access right click functions by clicking Options on the DOIS menu bar.

REMIND participants that they can use the hot key to access Options on the DOIS menu bar.

FACILITATOR NOTE

Explain that the mouse can be set up for left handers so the opposite occurs. In order to setup the mouse for left handed participants, complete the following steps.

- *CLICK the Start button in the lower left corner of the screen.*
 - *SELECT Settings from the Floating Menu.*
 - *SELECT Control Panel from the Floating Menu.*
 - *SELECT Mouse from the Floating Menu.*
 - *SELECT the Buttons tab on the Mouse Properties window.*
 - *SELECT Left-handed in the button configuration area of the Mouse Properties window.*
-

Floating Menu

EXPLAIN

The floating menu is a list of options that opens on your screen when the right mouse click is performed. To execute any of the options in the floating menu, click the desired option. If there is a small black arrow positioned to the right of an option, positioning the cursor over the option displays a cascading menu. To execute any of the cascading menu options, click the desired option.



ASK

What questions do you have about clicking with the mouse?

Grid

EXPLAIN

Grids are objects that contain table-like information. There are two types of grids in DOIS: editable and non-editable. Editable grids allow you to change, add, or delete information within the grid. They also allow for multiple row selection or single row selection depending on the window. Non-editable grids allow you to view information only. In some non-editable grids, you can select a row but the information in them cannot be changed.

STATE

To select a row in a grid in DOIS, bring the cursor over the gray, far-left column of the grid and click the box beside the desired row. A small arrow appears over the gray button and the row is highlighted.

EXPLAIN

Spin boxes in DOIS contain time, date, time duration, numeric, and numeric duration values. They contain up and down arrow buttons that when clicked allow you to increase or decrease the values.

Scroll

EXPLAIN

Scroll is the action you use to view information within a grid. By clicking on the navigational up and down arrows on the scroll bar, you can view information contained within the grid. Scrolling is also used on the drop-down list box.

*Scrolling and
Scroll bar*

EXPLAIN

Scroll bars are positioned either horizontally along the bottom, or vertically to the right of grids. Clicking the up and down arrows at each end of the bar allows you to view any unseen information contained in the grid. As you scroll using the up and down arrows, you see the scroll button moving up and down the scroll bar. The position of the button indicates how much information is left before you reach the beginning or end of the grid.

ASK

What questions do you have about scrolling?



Buttons

EXPLAIN

Buttons are square or rectangular objects that execute an action when clicked. The example window shows two different types of buttons that are seen in DOIS. The larger button's label appears on the button, like the Save button, while the smaller button's label appears beside the button.

Hot key

EXPLAIN

Hot keys allow you to quickly execute actions that you perform frequently. Hot keys refer to the underlined letter in labels of fields or buttons. On the example window, the underlined S on the Save button is the hot key that can be used to execute the action associated with that button, saving. In this instance you would simultaneously press and hold the Alt key and the S key. Hot key navigation is covered in more detail later in the DOIS for End Users course.

Radio button

STATE

Radio buttons are small circular objects that you see on a window in DOIS when you have to select one of multiple options. Radio buttons are selected by clicking with the mouse. Only one can be selected at a time.

Checkbox

EXPLAIN

Checkboxes are used when you should make a yes/no selection. Clicking the checkbox checks and unchecks the checkbox.

Area

STATE

Areas in DOIS are the thin, gray lined boxes that group similar window objects into a common area. Some areas have titles in the top left corner. All objects on this example window are grouped within one area.

Label

EXPLAIN

Labels are the names associated with each field on a window. In most cases they display only the name. Sometimes they also function as the button associated with the label when clicked, like on the Supervisor Workbench.

Minimize and Maximize

EXPLAIN

In the top right corner of this window there are three small buttons. The first is the minimize button. This



button has a bold line along the bottom of the button. The maximize button has a square with a bold line along the top. Respectively, these buttons will shrink the active window and restore it to full size. The last button has a bold **X** in it and closes the active window when clicked.

STATE

This was an overview of the main navigation techniques and window objects that are used in DOIS. You will become more familiar with them during the course. Now let's begin using DOIS.

Walkthrough

Supervisor Workbench

EXPLAIN

Let's complete the first walkthrough in DOIS.

STATE

The Workload Status window is displayed on the left of the screen; the Supervisor Workbench is displayed to the right.

EXPLAIN

In this topic, we focus on the Supervisor Workbench window. The Workload Status window allows you to view the status of your delivery unit. For each route, it displays overtime, undertime, and vacancy information. The Workload Status window is always displayed and is automatically updated with route information as you perform Daily Workload Management tasks.

Change Delivery Unit

STATE

In the bottom left corner of the Supervisor Workbench, your unit's name and your name are displayed. The Change Delivery Unit button is also located here. The Change Delivery Unit button allows users to switch to other delivery units where they have authorized access to perform office functions. This would be the case if there were more than one delivery unit in your office.

EXPLAIN

Each button on the Supervisor Workbench window represents a DOIS office function. Clicking a button opens the office function. The functions are divided into four tabs on the window. The tabs include:

- Daily Workload Management;
- Performance Reports;



- Planning and Scheduling;
- Route and Unit Maintenance.

Discussion

Daily Workload Management tab

STATE

There are three areas within the Daily Workload Management tab:

- Mail Volumes and Work Hours;
- Reports and Forms;
- Workload Management.

EXPLAIN

One of the major functions of DOIS is to help manage the delivery unit's daily workload. The Daily Workload Management tab allows for the revision and update of route assignments after mail volumes have been captured and assists you in monitoring carrier overtime and undertime.

EXPLAIN

Daily workload management also allows for:

- Creation of vacancies;
- Assignment of routes or portions of routes;
- Street pivoting;
- Creation of revised carrier/route assignments;
- Assignment of auxiliary assistance;
- Assignment of miscellaneous work assignments;
- Recording of overtime (OT) exceptions;
- Recording of Same Period Last Year (SPLY) impacts;
- Adjustment of leave and return times;
- Change in daily assignment start, leave, return, and end times.

STATE

Take a few moments to look at the office functions located in the three Daily Workload Management areas.

Discussion

Performance Reports tab

- CLICK the Performance Reports tab on the Supervisor Workbench.



STATE

There are three areas within the Performance Reports tab:

- Individual Performance Reports;
- Performance Forms;
- Unit Performance Reports.

STATE

The Performance Reports tab allows you to open individual and unit-based reports and forms, such as, the Individual Weekly Performance report, PS Form 3972 Absence Analysis, and the Dispatch Feedback report.

STATE

The Performance Reports tab allows access to reports containing information that can be used to review entire delivery unit performance.

EXPLAIN

Several DOIS reports and forms are included on other tabs that contain functions directly related to those reports or forms. For example, PS Form 3971 can be printed using the Create Vacancy – 3971 button on the Daily Workload Management tab.

STATE

The accuracy of these reports and forms depends upon the accuracy of data entered in your daily activities. We discuss the data in these reports and forms throughout the course.

ASK

Looking at the options in the Performance Reports tab, which of these reports appear useful to you?

Possible responses include, but are not limited to:

- Dispatch Feedback Report – previously, we have not been able to keep track of the mail received from the plant.
- Individual Weekly Performance Report - assists in evaluating the performance of all carriers within the delivery unit.



FACILITATOR NOTE

If asked about the Dispatch Feedback Report, tell participants several sites may have a separate application on the DUC that keeps a history of dispatch mail volumes.

STATE

Take a few moments to look at the reports and forms located in the three Performance Reports areas.

Walkthrough

Planning and Scheduling tab

- CLICK the Planning and Scheduling tab on the Supervisor Workbench.

STATE

The Planning and Scheduling tab allows you to:

- Complete weekly schedules;
- Fill vacancies;
- Schedule carriers without assignments using the weekly functions;
- Manage the OTDL;
- Spread the annual budget.

STATE

There are three areas within the Planning and Scheduling tab:

- Weekly Scheduling;
- OTDL Management;
- Annual Budget.

STATE

The OTDL Management area allows you to create the delivery unit's OTDL, modify it as needed, and record and track overtime exceptions. This replaces any manual spreadsheets you currently work with to manage the OTDL.

STATE

The Annual Budget area allows you to record and modify your annual budgets and adjust the daily budget



spread as needed in DOIS.

Discussion

Navigation Point – Hot Key

STATE

Notice that each tab on the Supervisor Workbench contains one letter that is underlined. For example, the P in Performance Reports is underlined. As discussed in the navigation tutorial, this letter represents the Hot Key navigation letter that can be used to move between tabs.

STATE

We are now going to navigate to the Performance Reports tab using the P hot key.

- PRESS and HOLD the Alt key at the bottom left of your keyboard.
- While holding the Alt key, press the P key.
- Release both keys.

STATE

The Performance Reports area is now in focus. The Planning and Scheduling tab is no longer selected.

STATE

If you press the Tab key on the left side of the keyboard, you notice that the Individual Weekly Performance Bar Graph button is selected.

STATE

You can continue to press the Tab key to navigate to each button on the Performance Reports tab.

Discussion

Route and Unit Maintenance tab

- CLICK the Route and Unit Maintenance tab on the Supervisor Workbench window.

STATE

There are three areas within the Route and Unit Maintenance tab:

- Route Maintenance;
- Unit Maintenance;
- Reports and Forms.



EXPLAIN

The Route and Unit Maintenance tab allows you to keep route base data updated, create pivot plans, maintain current unit information, and print reports for Office Route Maintenance activities.

EXPLAIN

Route Maintenance functions in DOIS include formal and special inspections, where route examiners can record and analyze inspection data on-line and then implement appropriate adjustments. The functions also provide for minor adjustments where you can edit street and office time, incorporate Delivery Point Sequence (DPS) impacts, add and remove delivery points, and make territorial adjustments.

STATE

I understand that route inspections are not done the same in every area and each of your levels of involvement in this process varies. Some districts use a formal inspection process once a year, while others perform minor adjustments throughout the year.

ASK

Who is involved in the Route Inspection and Adjustment process? What level of involvement do you have?

Possible responses include, but are not limited to:

- I inspect each route and conduct route adjustments once a year.
- The Route Inspection team handles most of my adjustments.

STATE

Tomorrow we discuss the minor adjustment process in further detail. The formal route inspection process is not covered in this course. The Computer-Based Training (CBT) and On-Line Help include comprehensive sections on route adjustments.

FACILITATOR NOTE

POST the DOIS Advantages Rip-chart on a wall in the training room.



Discussion
DOIS Advantages

EXPLAIN

There are many advantages to using DOIS! Throughout the course as we identify advantages, we should add them to this list.

ASK

What advantages do you see in DOIS?

Possible responses include, but are not limited to:

- Promotes ease of use through Windows-based functionality.
- Reduces manual entry by providing direct interfaces to some United States Postal Service systems.

FACILITATOR NOTE

Remember to refer to the DOIS Advantages Rip-chart throughout the day. Ask participants to identify additional advantages intermittently.

Ask participants to identify how these advantages relate to the Voice of the Customer, Voice of the Employee, and Voice of the Business.

Summary

STATE

In this topic we learned that the Supervisor Workbench and Workload Status window open immediately when you log onto DOIS. The Supervisor Workbench allows you to navigate between functions in DOIS.

STATE

The Office functions are divided into areas within each of the following four tabs:

- Daily Workload Management;
- Performance Reports;
- Planning and Scheduling;
- Route and Unit Maintenance.

ASK

What questions do you have about the information covered in Topic 1.2?



END OF TOPIC 1.2.

CONTINUE to Topic 1.3.



Topic 1.3

DOIS Performance Support Resources

Target Skills

Upon completion of this activity, participants will be able to:

- Describe Performance Support resources available to DOIS users.

Introduction

EXPLAIN

Before beginning activities where you practice using DOIS, it is good to understand the Performance Support resources that are available during and after this training course.

EXPLAIN

In this topic, the DOIS Performance Support resources are discussed. DOIS Performance Support contains resources to assist participants in their transition to DOIS.

REFER to page 11, Performance Support Pie, in your Participant Guide.

REFER to slide 11, Performance Support Resources.

Discussion

Performance Support

EXPLAIN

Describe the types of Performance Support listed below:

- Classroom Training – includes, DOIS for End Users, DOIS for Managers, DOIS for Route Inspectors, DOIS for Site Activators, and DOIS for Facilitators.
- Implementation Support – includes on-site support at the delivery unit two to three days after the site receives DOIS.
- Computer-Based Training (CBT) – includes an interactive tutorial on DOIS functionality. Computer-Based Training is available to participants during and after training. It allows DOIS users to practice DOIS functions interactively. Each delivery unit will have a DOIS for End Users CBT CD-Rom. This Computer-Based Training can be used to learn new DOIS functionality or to touch up on functionality learned in class.



- On-Line Help – includes information on how to complete activities in DOIS, descriptions of each DOIS window, a glossary, information on interfaces, and other relevant DOIS information. On-Line Help is always available. Some windows in DOIS have a Help button. If a window does not have a Help button, On-Line help can be accessed from the menu bar or by pressing F1.
- Quick Reference Guide – includes paper-based resources used to communicate procedures or reference items available to DOIS users.
- DOIS Help Desk – is used for technical assistance. Users can dial 1-800-USPS-HELP to reach the Help Desk.

Discussion

Classroom Training

EXPLAIN

There are five DOIS Classroom Training courses. These include, DOIS for End Users, DOIS for Managers, DOIS for Route Inspectors, DOIS for Site Activators, and DOIS for Facilitators.

EXPLAIN

The DOIS for End Users course is a two-day course designed specifically for each of you, to prepare you to use DOIS daily. We practice managing daily workload and planning office functions through several business simulation workroom activities.

EXPLAIN

Similar to DOIS for End Users, the DOIS for Managers and DOIS for Route Inspectors courses are designed to prepare managers and route inspectors to use DOIS. The focus of DOIS for Managers is on reports and forms. The focus of DOIS for Route Inspectors is on formal and special adjustments.

EXPLAIN

DOIS for Site Activators and DOIS for Facilitators are designed to prepare site activators and facilitators on how to complete site activations and teach DOIS training courses, respectively.

Discussion

Implementation Support

EXPLAIN

DOIS Implementation Support consists of on-site support that will be provided to a delivery unit for two to three days after their unit receives DOIS. During this



time, delivery unit supervisors are encouraged to ask questions and ensure they are able to use DOIS to complete their daily activities.

Discussion

*Computer-Based Training
(CBT)*

EXPLAIN

DOIS for End Users Computer-Based Training (CBT) CD-Rom is available in the classroom during all training and also can be accessed on the DUC or a PC (Personal Computer) with CD-ROM capability. Computer-Based Training addresses all DOIS functions. These interactive training modules allow users to practice less frequently used functions in DOIS. (Computer-Based Training is covered in detail in Module 4.)

Discussion

On-Line Help

EXPLAIN

DOIS On-Line Help works like the on-line help that participants may be using with other Windows-based applications. On-Line Help is available within DOIS from the Help menu, by pressing the F1 key while in any DOIS window or by clicking the Help button on a window.

DOIS On-Line Help includes:

- Procedural or *How Do I?* help that includes steps on how to complete specific on-line procedures;
- Window and field descriptions for every window in DOIS;
- A glossary of terms associated with DOIS;
- A key word search;
- Help on Help.

REMIND users that On-Line Help is covered in detail in Module 4 at the start of the second day of the DOIS for End Users course.

Discussion

Quick Reference Guide

STATE

The Quick Reference Guide is a paper-based resource used to communicate procedures or information reference items. The Quick Reference Guide is not intended to replace On-Line Help, but present the information in another format. The Quick Reference Guide includes:

- Timekeeping system and interface procedures;



- Navigation, logon, and hot key descriptions;
- Performance support contacts;
- DCD procedures.

Discussion

*Computer-Based Training
(CBT)*

EXPLAIN

DOIS for End Users Computer-Based Training (CBT) is available in the classroom during all training and also on CDs (Compact Discs) that can be accessed on the DUC or a PC (Personal Computer) with CD-ROM capability. Computer-Based Training addresses all DOIS functions. These interactive training modules allow users to practice less frequently used functions in DOIS. (Computer-Based Training is covered in detail in Module 4.)

Discussion

DOIS Help Desk

EXPLAIN

If participants have technical problems, they should speak with local support. After exhausting all possibilities, the USPS Help Desk is available to answer any technical questions regarding DOIS. Again, the number for the DOIS Help Desk is 1-800-USPS-HELP.

Discussion

Performance Support

STATE

Once again, the performance support resources available to you in class include:

- Business Simulation;
- On-Line Help (explained further in Module 4);
- Quick Reference Guide;
- Computer-Based Training (explained further in Module 4);
- DOIS Help Desk.

ASK

What questions do you have about DOIS performance support resources?

FACILITATOR NOTE

The facilitator should set the tone for the day by continuously encouraging questions and promoting the use of performance support.

Summary

STATE

In Topic 1.1, we introduced ourselves and talked about



the purpose of the DOIS for End Users course.

ASK

What is the main purpose of the DOIS for End Users course?

Answer: To be prepared to use DOIS!

STATE

The purpose of the course is to prepare you to use DOIS! It's important, however, for you to be honest with yourself about how prepared you think you are.

EXPLAIN

If you do not feel as though you are moving up the learning curve as quickly as you should, it is important for you to ask questions, or seek additional facilitating support.

STATE

The DOIS Advantages Rip-chart has been set up to identify the advantages of the DOIS application throughout the DOIS for End Users course.

STATE

Together, we have agreed on ground rules for today and tomorrow so that a positive working environment is created for everyone.

STATE

Navigating in DOIS using hot keys is a shortcut available to those of you who prefer using the keyboard to the mouse.

STATE

The most recent topic, Topic 1.3, used the Performance Support Pie Chart to outline the resources available to support you in the DOIS for End Users course and in your delivery unit.

STATE

The DOIS for End Users course is designed to be fun, interactive, and informative. If you adopt a positive learning attitude in class, then you will be ready to use DOIS to better manage your delivery unit operations after training.



END OF MODULE 1.

CONTINUE to Module 2.